Annual Regional *Commercial Industry Meeting* 2004

Presented by the

Joint Personal Property Shipping Office Colorado Springs

(JPPSO-COS)

16 September 2004

JPPSO-Colorado Springs

Commercial Industry Meeting

Agenda

0830 – 0835	**Directors Welcome**	**LtCol Dave Holt**
0835 – 0850	**Strategic Initiatives**	**LtCol Dave Holt**
0850 – 0930	**Commercial Industry Address**	**Scott Michael**
0930 – 0945	**Peak Season Lessons Learned**	**Ms. Lynn Mur**
0945 – 1000	**Documentation**	**Mr. Richard W**
1000 – 1015	- - - - - - - Break - - - - - - -	
1015 – 1030	**Inbound**	**Ms. Vicki Har**
1030 – 1045	**Customer Service**	**TSgt Sabol**
1045 – 1100	**NTS**	**TSgt Boughn**
1100 – 1115	**Shipment Planning**	**MSgt(s) Pennington**
1115 – 1130	**Quality Control**	**Ms. Vanessa B**
1130 – 1145	**QA/TQAP**	**Ms. Sharon James**
1145 – 1200	**Questions/Answers**	**JPPSO Panel**
1200	**ADJOURN**	

JPPSO Colorado Springs Commercial Industry Meeting

Directors Welcome / Strategic Initiatives

- Welcome/Introduction
- Workload Statistics
- Strategic Initiatives

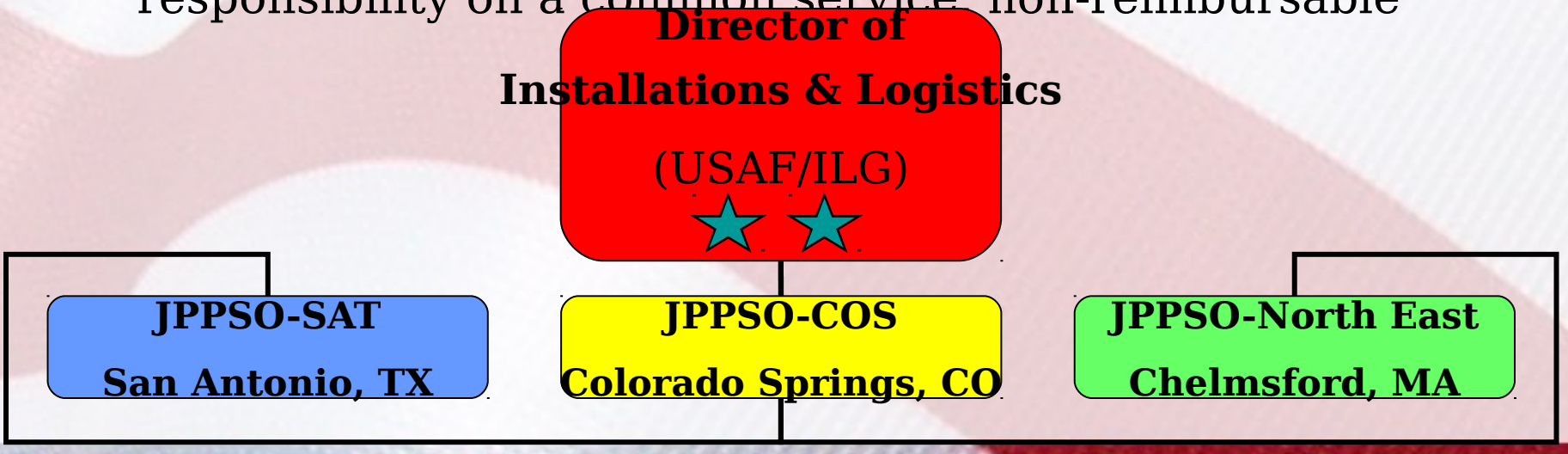
Presented by

LtCol Dave Holt
Director

Springs Commercial Industry Meeting

JPPSO Charter

JPPSO-COS is an activity, staffed and operated by members from two or more military services, in support of all service components for movement of Department of Defense members' Personal Property. Services provided include acquisition of transportation, storage, and related services within a specified area of responsibility on a common service, non-reimbursable



Springs Commercial Industry Meeting

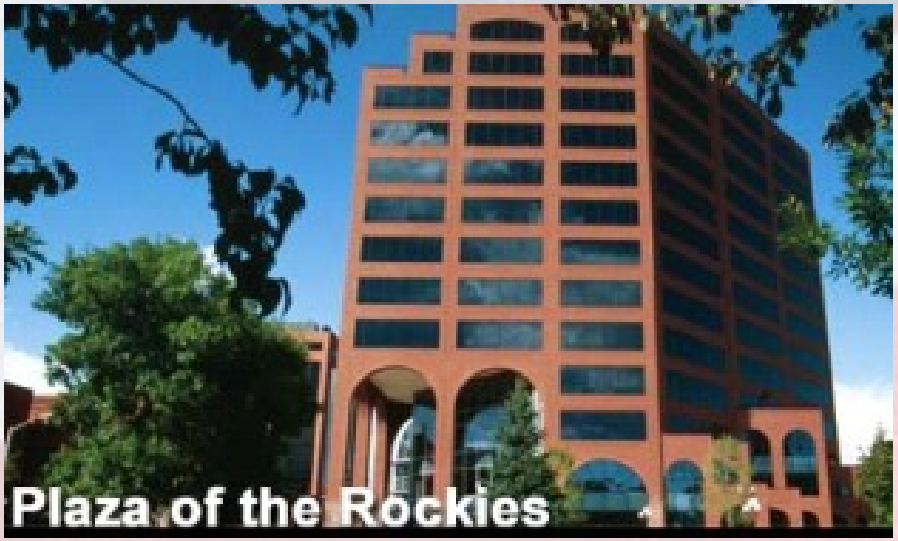
JPPSO Mission & Vision

Mission: JPPSO-COS manages personal property movement services for our customers and makes TOPS work for the Air Force

Vision: Dedicated professionals committed to being the best; providing the most exceptional personal property movement services

Springs Commercial Industry Meeting

JPPSO Location



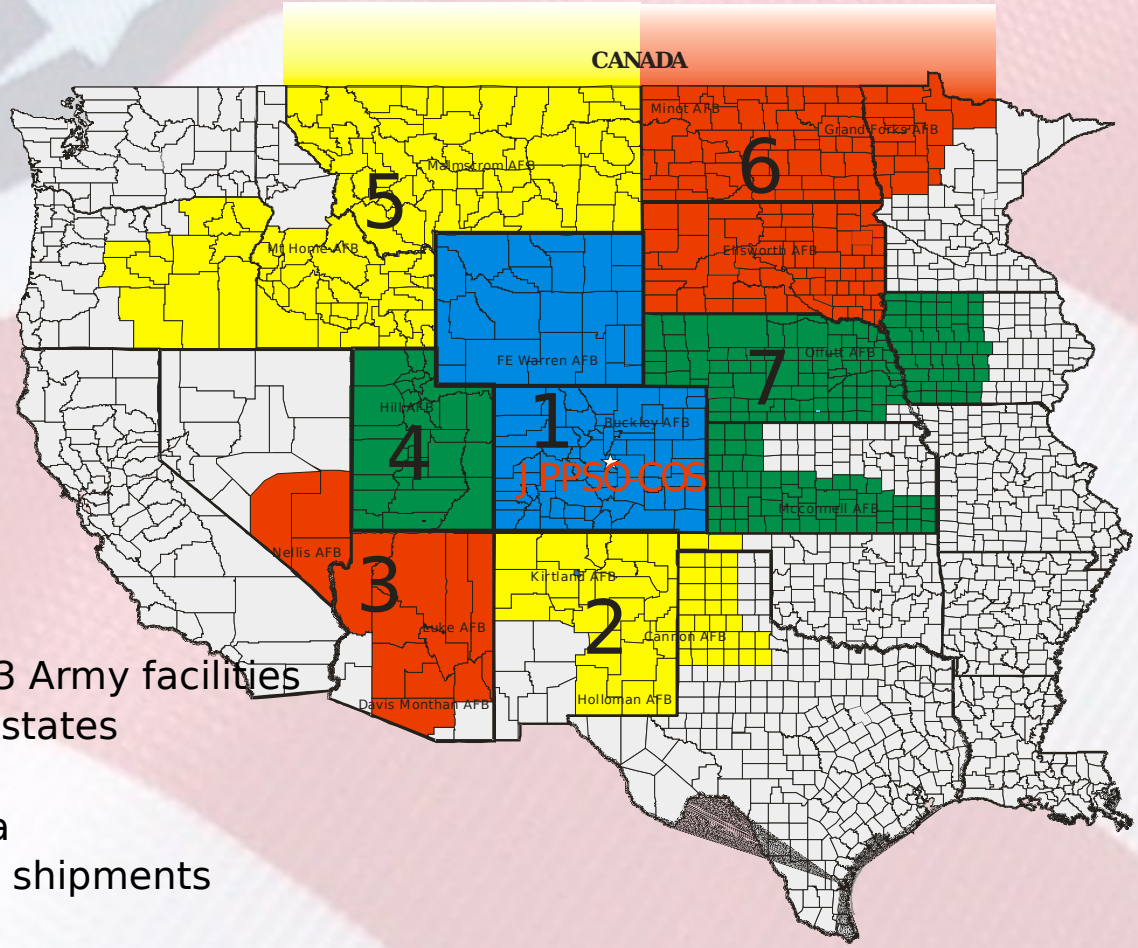
Downtown Colorado Springs, Colorado
14 miles west of Peterson AFB
12 miles south of the AF Academy

JPPSO-Colorado Springs
121 South Tejon Suite 800
Colorado Springs, CO 80903

https://www.jppso-cos.af.mil
Director@jppso-cos.af.mil

Springs Commercial Industry Meeting

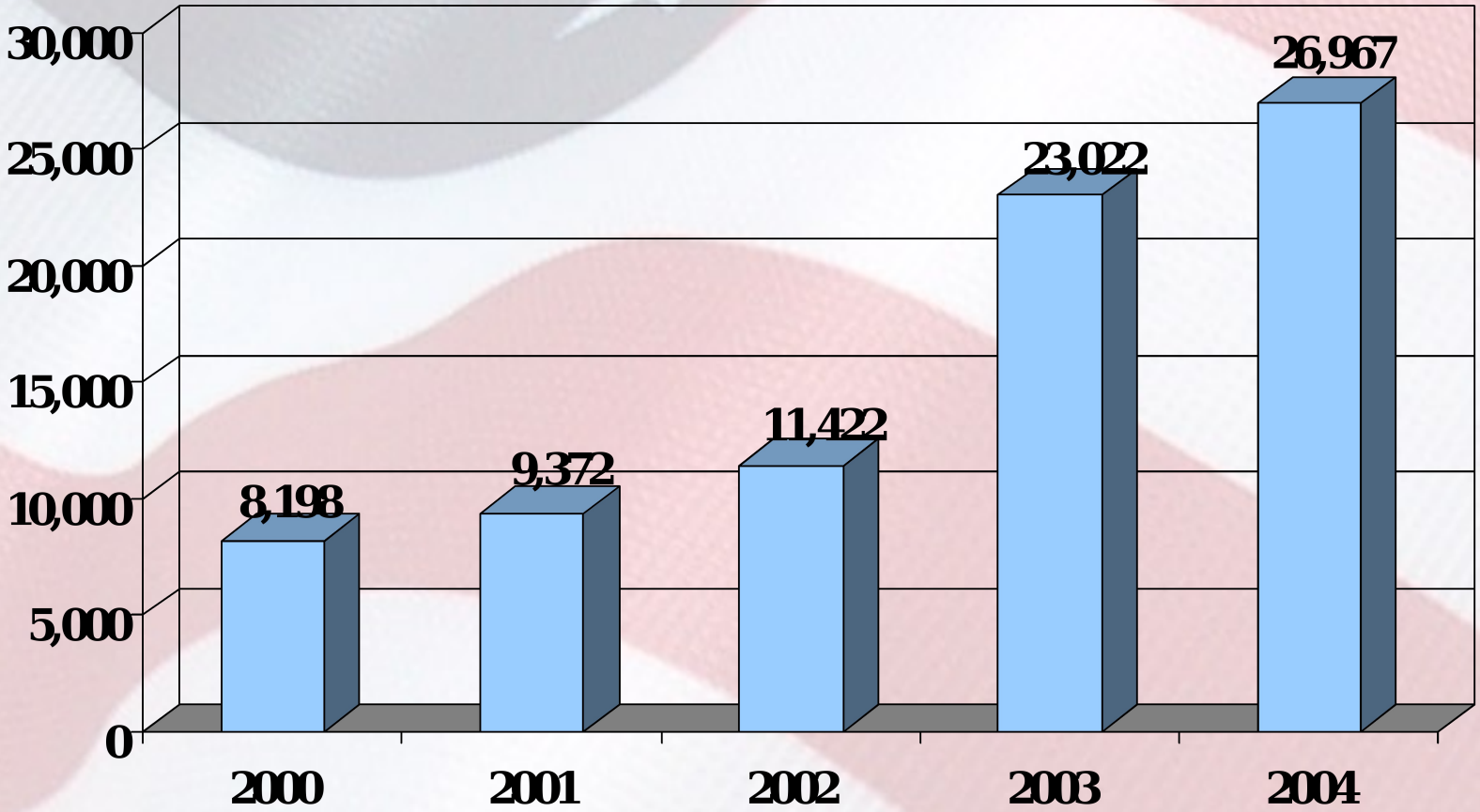
JPPSO Mission & Vision



- Area of Responsibility
  - Includes 19 Air Force Bases & 3 Army facilities
  - Consists of 535 counties in 17 states
  - 1.35M square miles
  - Includes 3 provinces in Canada
  - Annually handling over 96,000 shipments

JPPSO-Colorado Springs
Commercial Industry Meeting

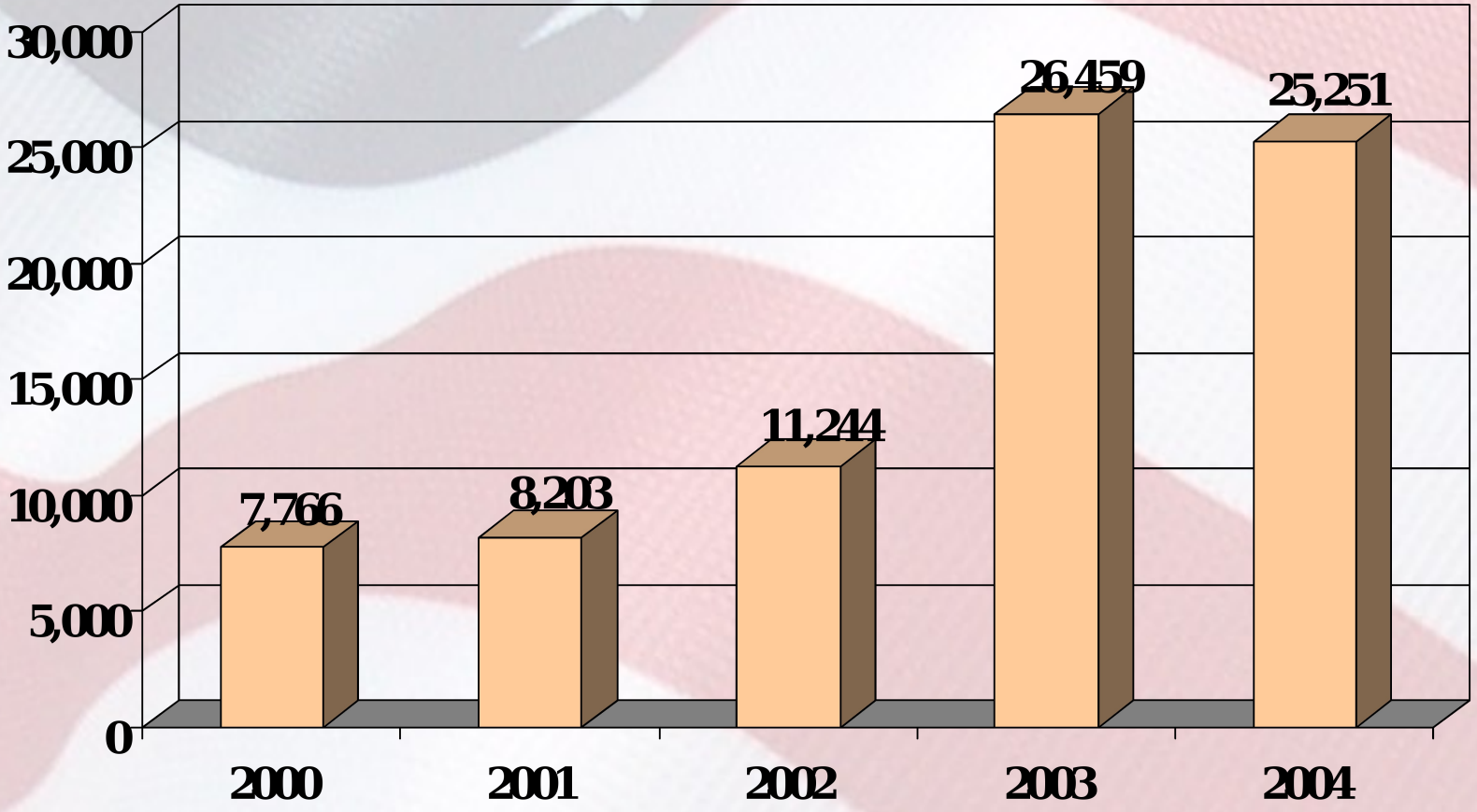
Outbound Shipments



Year to Date
As of 31Aug04

JPPSO-Colorado Springs Commercial Industry Meeting

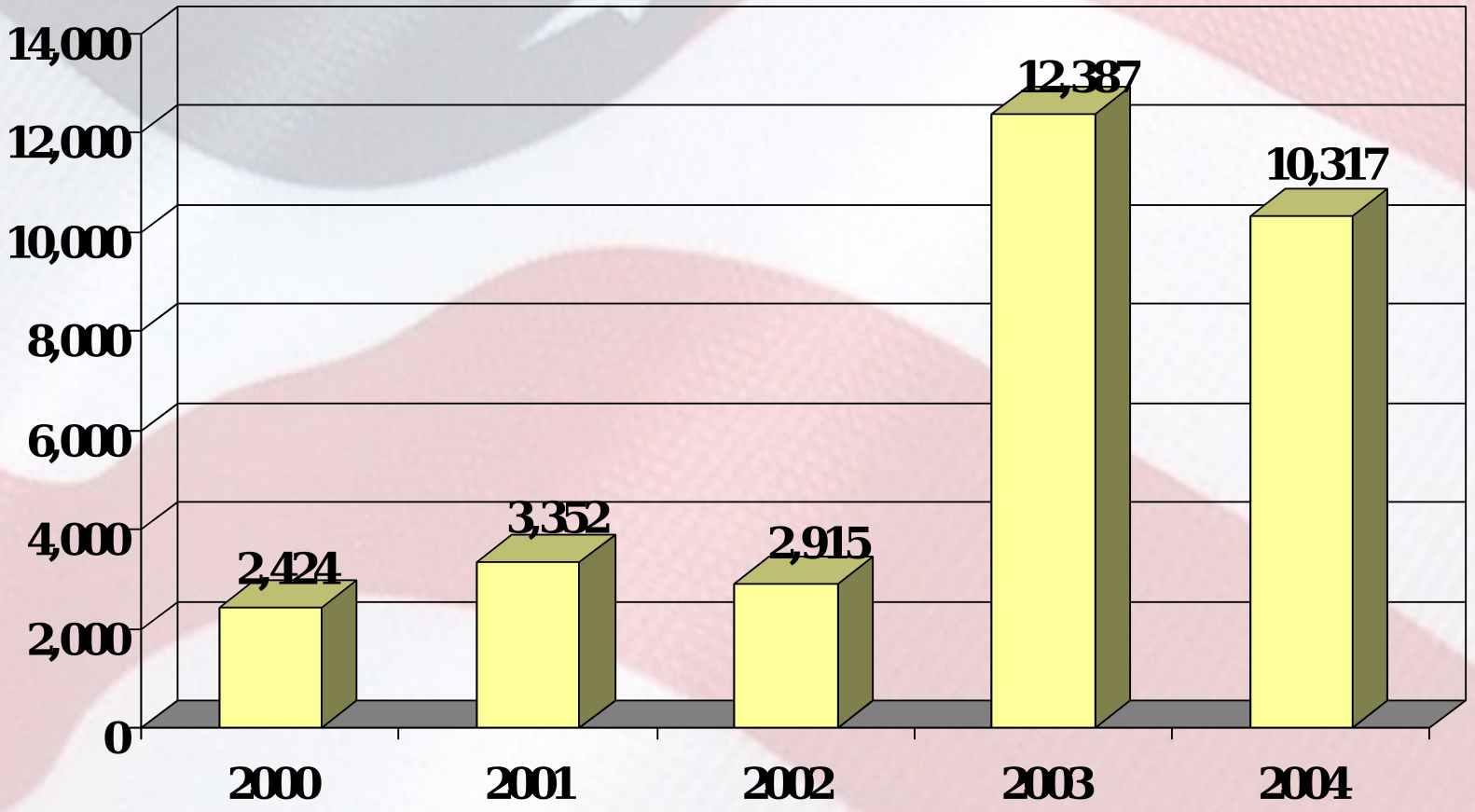
Inbound Shipments



Year to Date
As of 31Aug04

JPPSO-Colorado Springs Commercial Industry Meeting

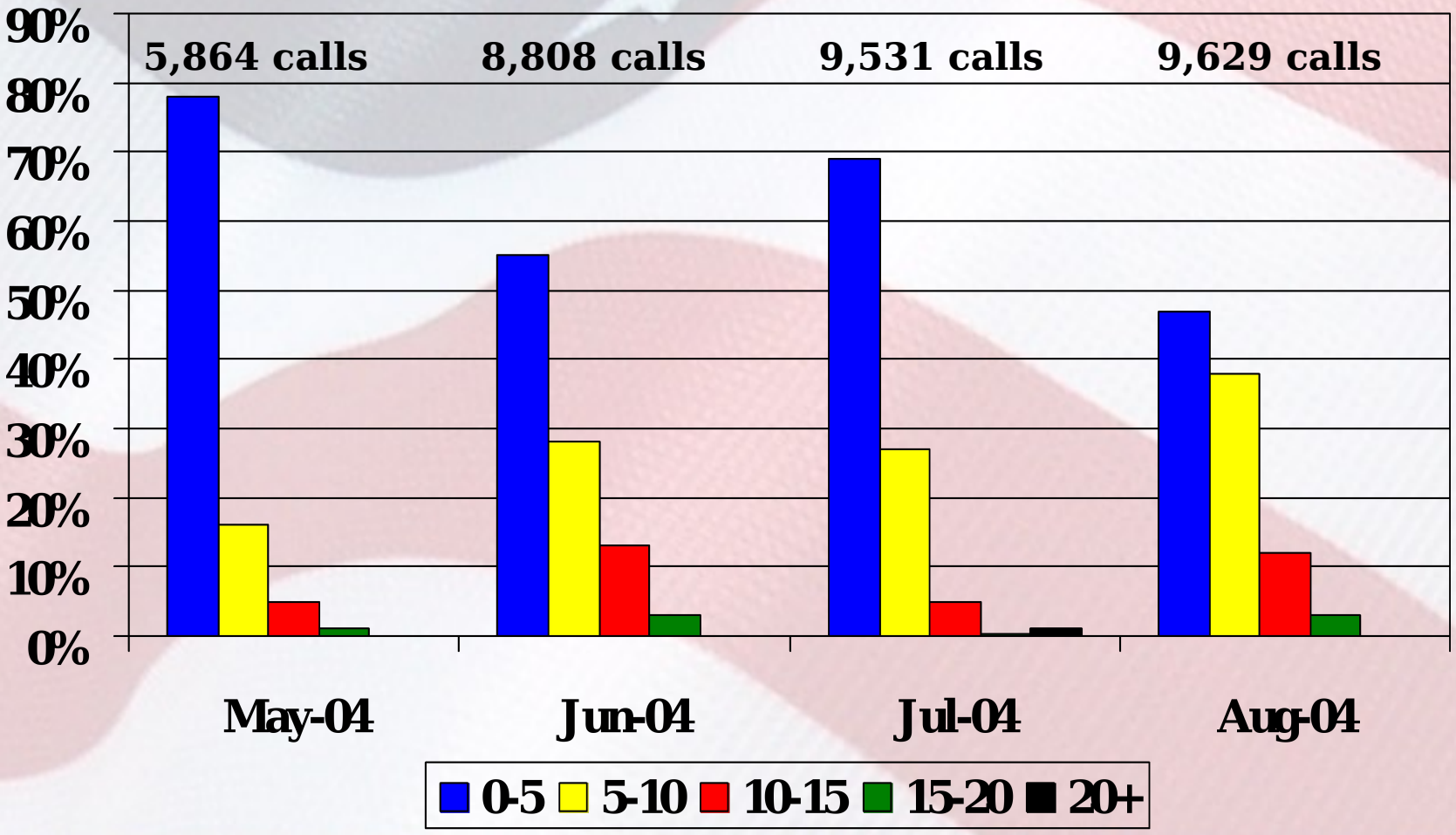
Nontemp Shipments



Year to Date
As of 31Aug04

JPPSO-Colorado Springs Commercial Industry Meeting

Average Call Waiting Time



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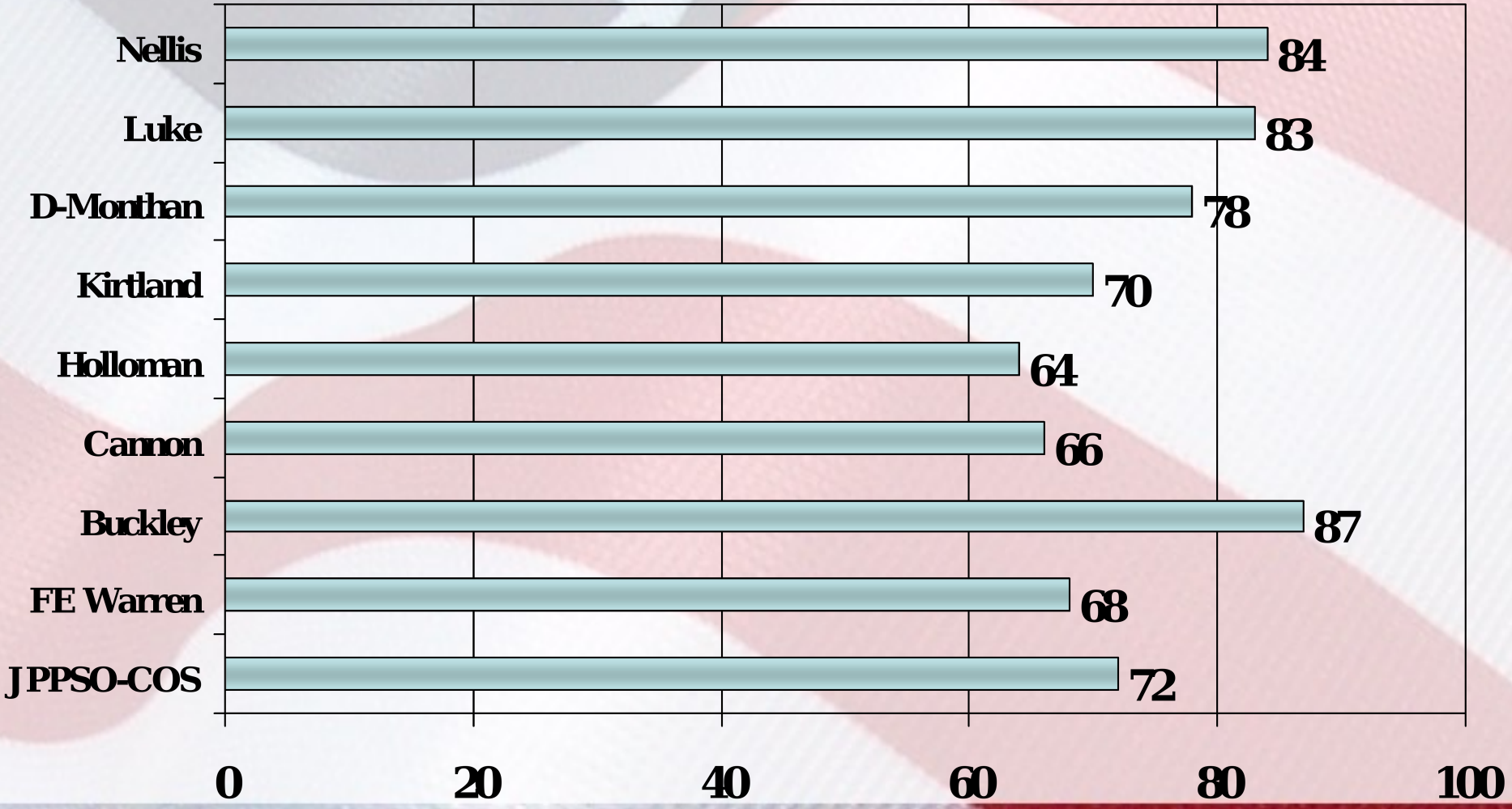
Commercial Industry Meeting

Average Days Orders to Pickup



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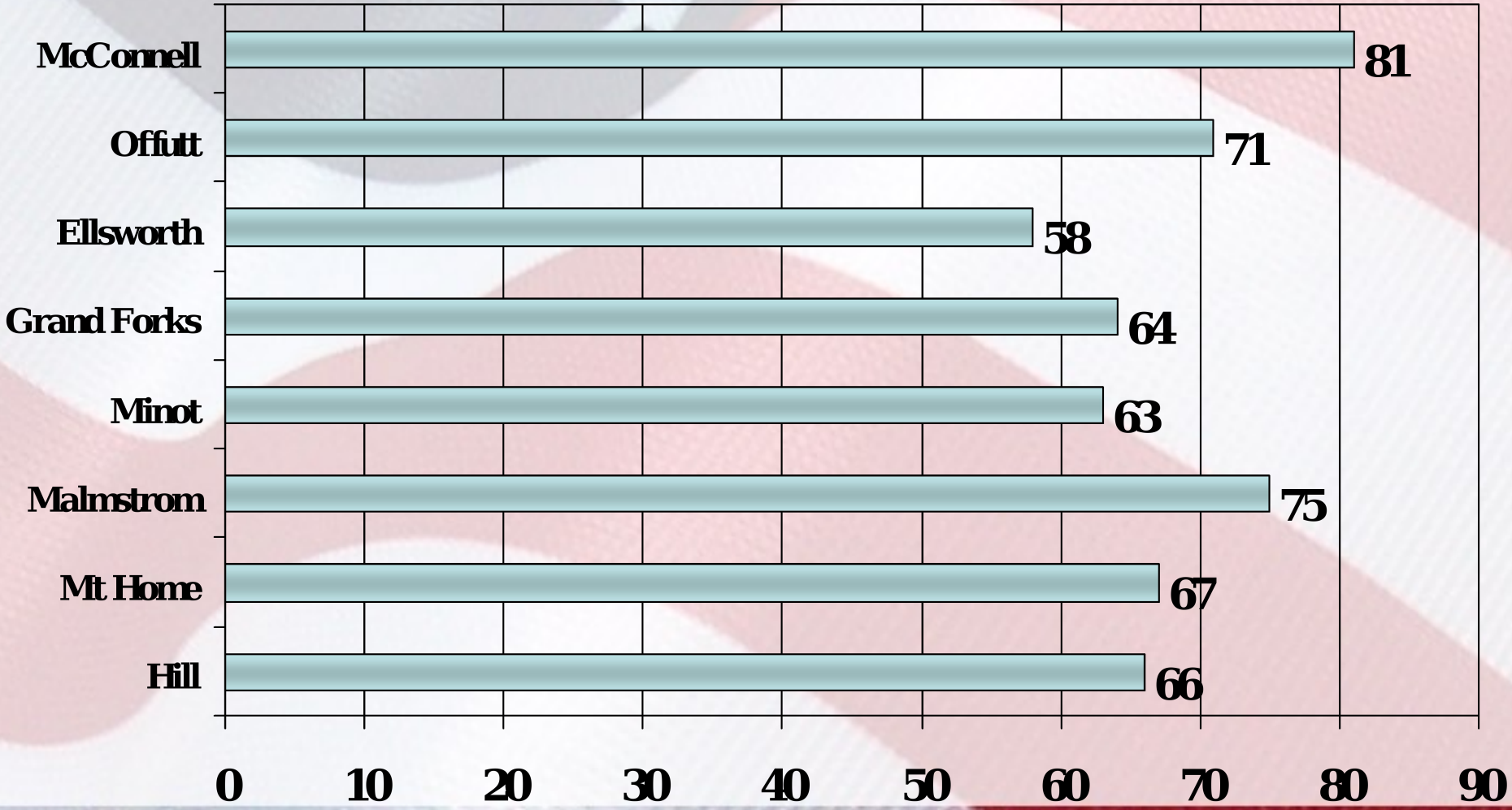
Average Days Orders to Pickup



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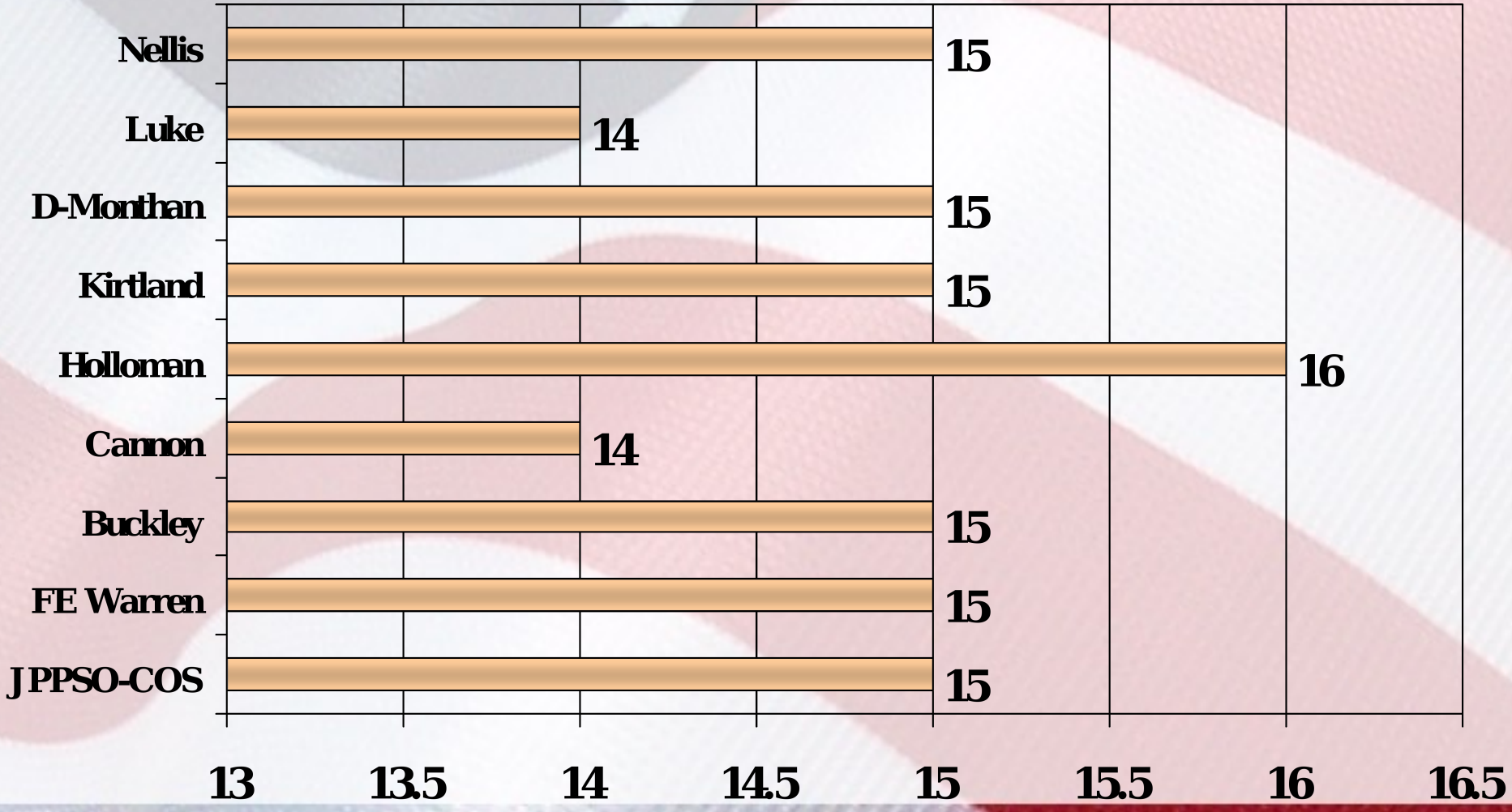
Commercial Industry Meeting

Average Days Counseling to Pickup



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ommercial Industry Meeti

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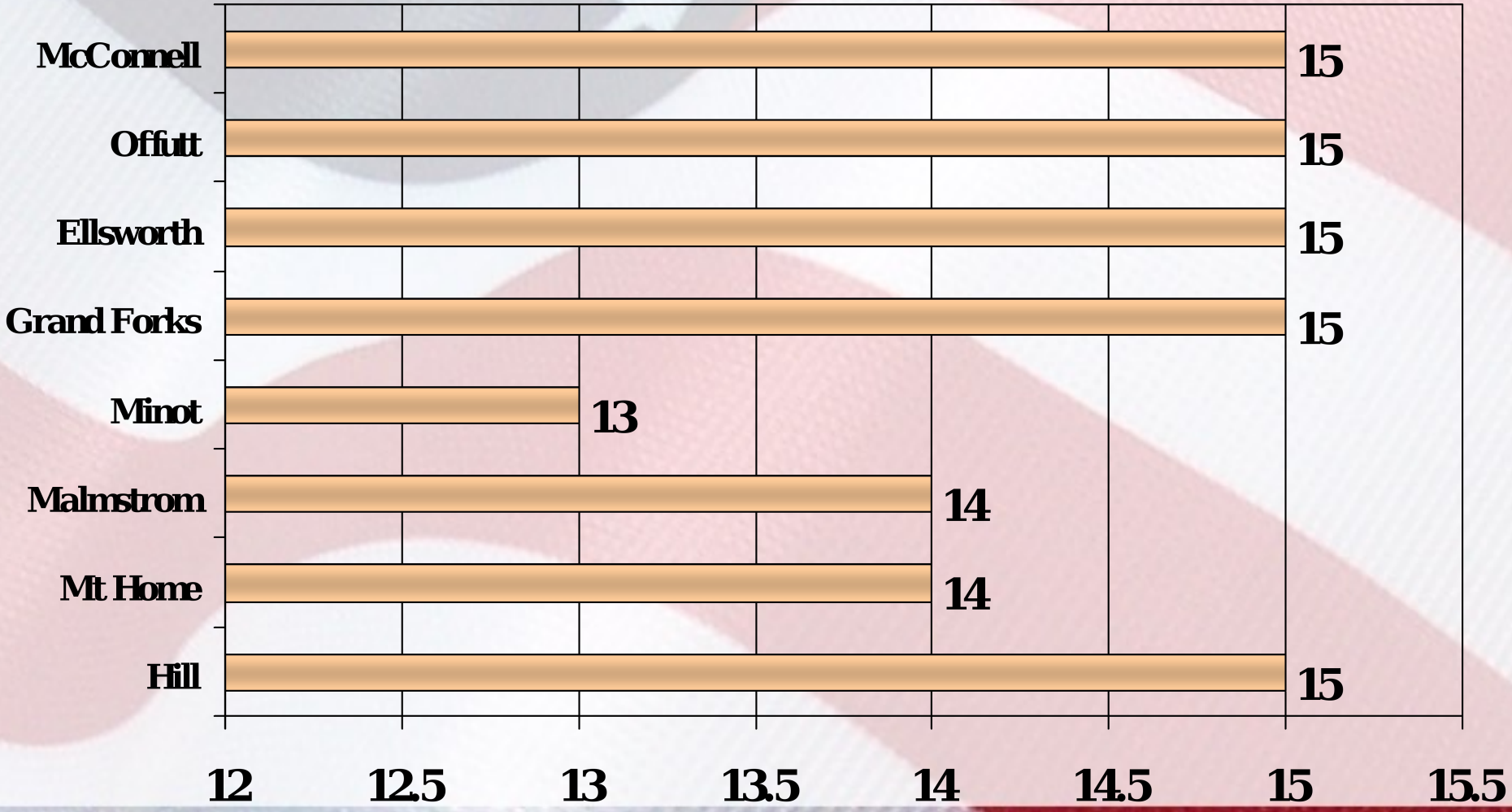

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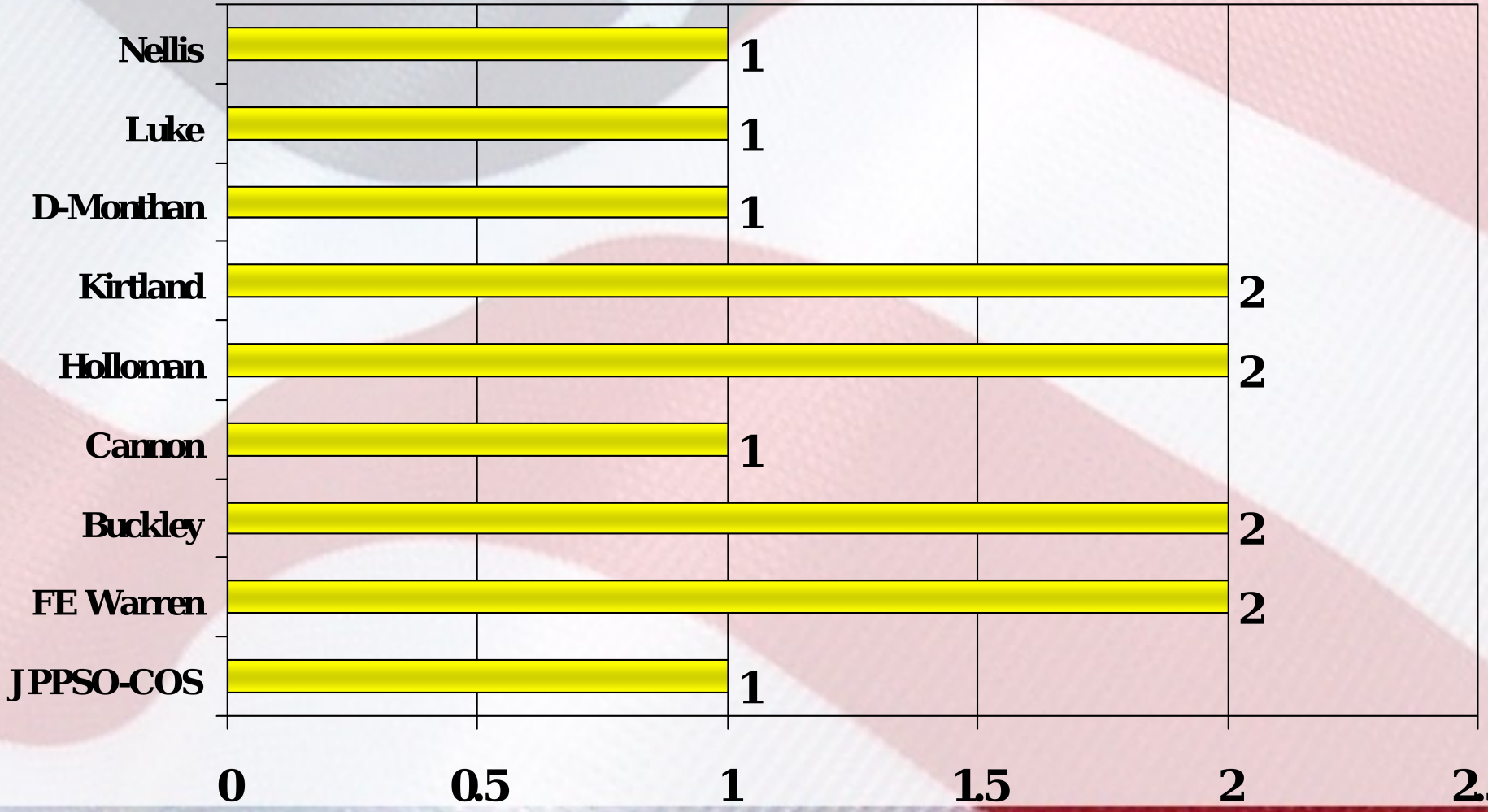
Commercial Industry Meeting

Average Days to Book



JPPSO-Colorado Springs
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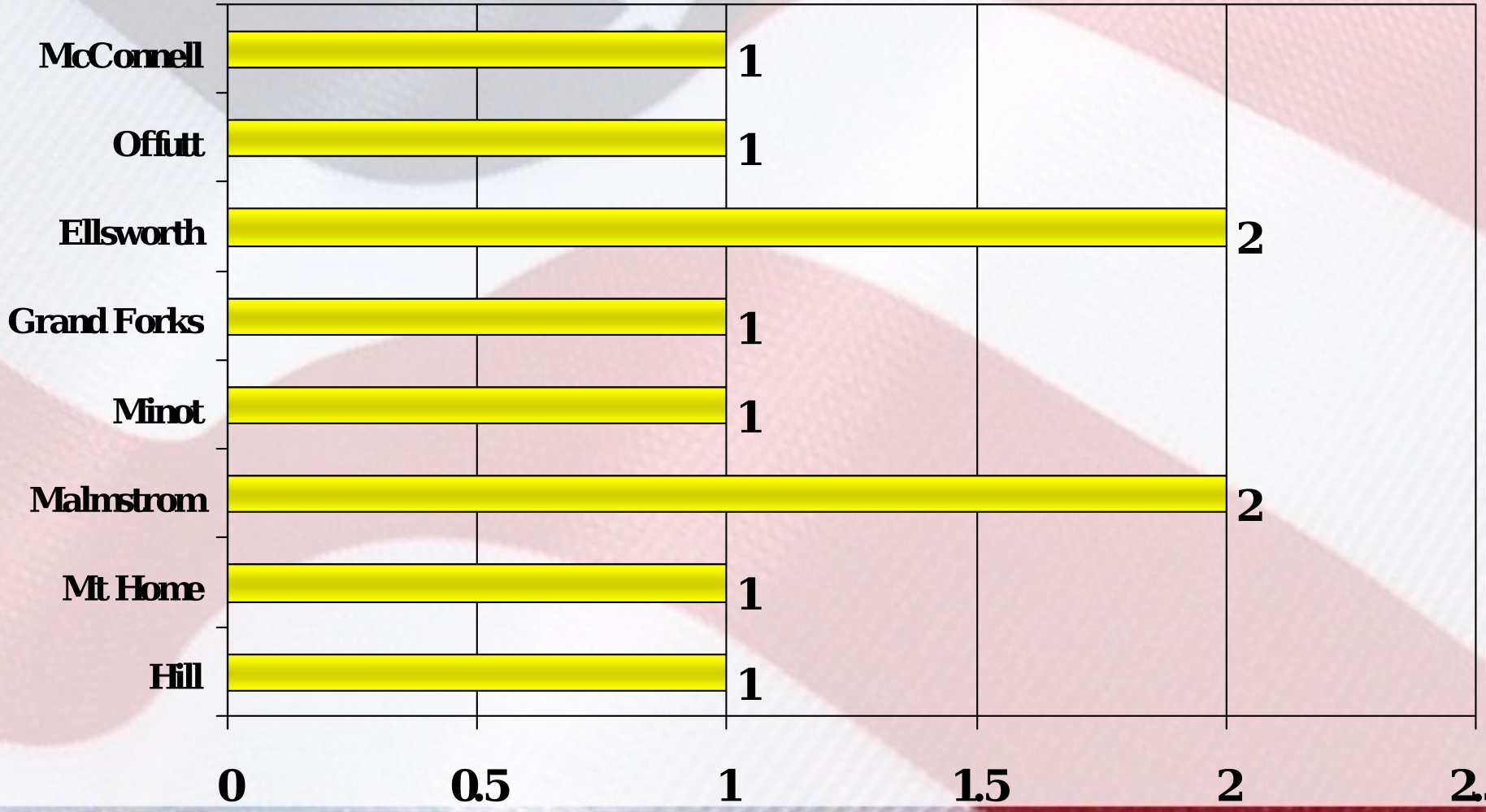
Average Days to Book



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Strategic Initiatives

- **Develop Strategic Vision for 2005**
  - **Establishing "Service Level Objectives"**
  - **Media Blitz**
    - *Keep all Parties Informed*
    - *Newsletter/Web – JPPSO Express*
    - *Identify Trends*
  - **Training**
- **Movement Process – Date Timeline**
- **Commercial Business Practices**
  - **USAA Call Center Processes**
  - **Carrier Organization**

JPPSO Colorado Springs
Commercial Industry Meeting

Commercial Industry Address

Welcome

Mr. Scott Michael

American Movers Association

JPPSO Colorado Springs
Commercial Industry Meeting
Peak Season Lessons Learned

- **Extensive Pre-Season Planning**
  - Identify Requirements/Goals
- **Flexibility**
  - Shift Personnel – Military & Civilians
- **Communication**
  - JPPSO and PPPO

Presented by
Ms Lynn Murphy
Deputy Director

JPPSO-Colorado Springs Commercial Industry Meeting

Peak Season Lessons Learned

- **Installation Entry Procedures**
- **Documentation**
  - Print 2 weeks out
  - EBLs – JPPSO-San Antonio
- **Outbound**
  - Book 30-days out
  - Automatic notification to customer
- **DD1780 Processing**
  - Cumbersome Single Printing Process
    - Batch Printing Script
  - Automated Process – JPPSO-San Antonio

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Peak Season Lessons Learned

- **Inbound**
  - Data not transmitting in TOPS
    - Delays issuing SIT Numbers
- **Inbound Peak Periods**
  - Long waiting periods for telephone customers
    - Realigned Personnel
    - Augment with Customer Service Section

JPPSO-Colorado Springs
Commercial Industry Meeting
Documentation

- **GBLs Printed <u>14-days</u> before Pickup date**
  - Mailed to Servicing Agent EVERY DAY
  - Bluebarks and Short Notice faxed
- **Return Paperwork**
  - Absolutely require legible copies
  - Tender of Service/Contract Requirements
    - *3 working days for DPM shipments*
    - *7 working days for TGBL shipments*
  - Email as attachments or fax *(will accept postmark)*
  - Require SSAN on all copies

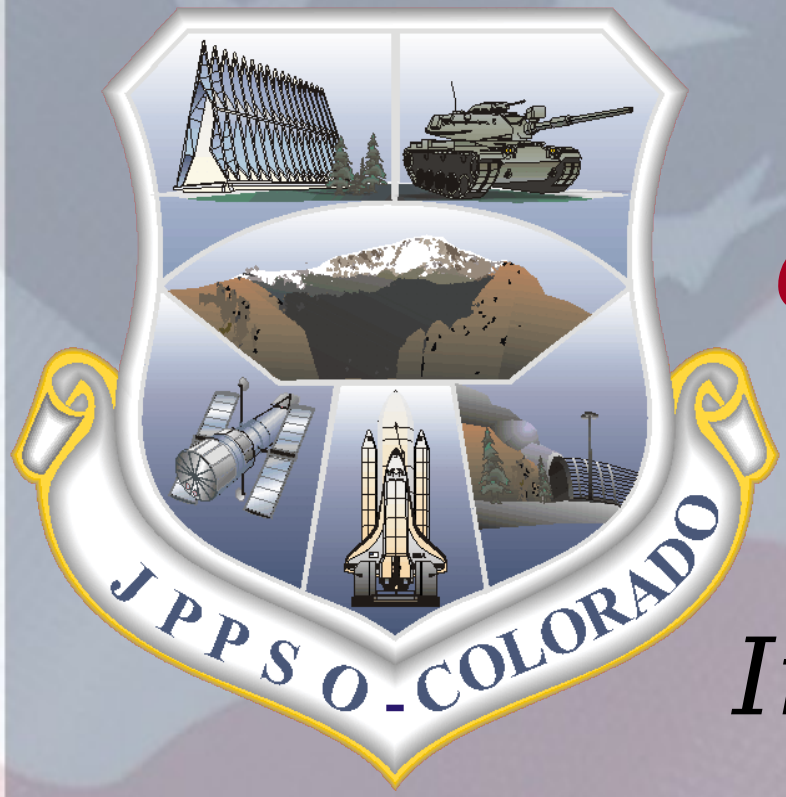
Presented by
Mr. Richard Wood
Chief, Documentation & Contract Payment Center

JPPSO-Colorado Springs
Commercial Industry Meeting
Contract Payment Center

- **DD619/619-1s**
  - Turnaround time two (2) days for certifying *(allow for mail)*
- **Invoices**
  - Faxing to DFAS EDM numbers – go directly into their systems
  - Working all outstanding issues
  - Recommend **CAGE CODE** on invoices for expedited processing
  - Website www.dfas.mil – follow prompts for inquiring for payment
    - *Select Vendor Pay*

Presented by
Mr. Richard Wood
Chief, Documentation & Contract Payment Center

BREAK!



Annual Regional Commercial Industry Meeting 2004

Intermission

Carrier/Agent Golf Tournament

Shotgun Start 1330

Check-in NLT 1300 at the Table at the front of the Clubhouse

Mulligans will be available at check-in 1 for $3 or 2 for $5

BREAK!

JPPSO-Colorado Springs
Commercial Industry Meeting
Inbound Processing

- **Clearing Shipments via Web Site**
  - https://www.jppso-cos.af.mil
  - Recommend for Direct Deliveries
- **DD619-1's are generated at time of delivery**
  - Domestic Shipments only

Presented by
Ms. Vicki Hardnett
Chief, Inbound Personal Property Movement

JPPSO-Colorado Springs
Commercial Industry Meeting
Customer Service

- **Shipment Tracing**
  - **Information Provided to Member**
    - What you tell us is what we tell the member
  - **Information we need to have**
    - Enroute location of Personal Property
    - Destination Agents name & Phone number
  - **Send Late Notification to (719)554-7884**

Presented by

TSgt Sabol
NCOIC, Customer Service

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Commercial Industry Meeting
Customer Service

- **Storage In Transit (SIT)**
  - **Notifying Agents**
    - We will notify agents of Extension or Conversion
    - Transactions will be E-Mailed/Faxed
    - Government Civilians get only 90-days of SIT

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Commercial Industry Meeting
Nontemporary Storage

- **Accuracy & Timeliness of Returned Paperwork**
  - **Original weight ticket and original inventory to JPPSO within 7 days**
  - **Warehouse receipt must contain**
    - Member/employee's name, grade or rank, and *social security number*
    - Member/employee's mailing address as provided on service order
    - The number of this agreement, as modified, and the service order number

Presented by

TSgt Boughn

NCOIC, Nontemporary Storage

JPPSO-Colorado Springs
Commercial Industry Meeting
Nontemporary Storage

- **Warehouse receipt must contain *(continued)***
  - Inventory description of personal property
  - Net weight
  - Location of warehouse
  - Lot number
  - Notation of any overage, shortage or damage
  - Liability statement
  - First and last inventory item numbers and total number of inventory items

JPPSO-Colorado Springs
Commercial Industry Meeting
Nontemporary Storage

- **BOA –vs- TOS**
- **NTS Release Procedures**
  - **Phone calls will be made to set up releases and DD1164 will be mailed with inventory**
  - **Short notice - faxed**

JPPSO-Colorado Springs
Commercial Industry Meeting
Shipment Planning

- **BOOKING - ABCS**
  - **Group E-Mail Account Recommended**
  - **Two(2) hour response time**
  - **Goal: route shipments 30-days out**
  - **Automation books directly with <u>booking agents</u>**

Presented by
MSgt(s) Pennington
Superintendent, Outbound Personal Property Movement

JPPSO-Colorado Springs
Commercial Industry Meeting
Shipment Planning

- **Saturation Letters** *(DTR Appex O B7c1 & 2)*
  - **No shipments offered, but tonnage will be charged**
  - **Shipments with Pickup dates after the saturation period will still be offered**
  - **Letter Contents**
    - Dates shipments can not be accepted
    - Codes of Service
    - Can specify Origin Location/AOR/AOO
- **Alternate Dates**

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Commercial Industry Meeting

Quality Control

- **Crews working in residence while member/POA not there**
- **Crews arriving without tools to assemble or disassemble items**
- **No shows on initial and/or sequential pack dates**
- **Three day pack jobs completed in one day**
- **Lack of communication between agent, member, and JPPSO**

"COMMUNICATION IS KEY"

Presented by
Ms. Vanessa Barner
Chief, Quality Control

JPPSO-Colorado Springs
Commercial Industry Meeting
Quality Assurance (TQAP)

- **Individual Shipment Scores**
- **Estimating Loss and/or Damage**
- **Individual Shipment Evaluation Appeal Procedures**
- **Use of DoD Approved Alternate Carrier**
- **TO action upon Receipt of the LOI**
- **Carrier or Agent Personnel Requirements**

Presented by
Ms. Sharon James
Chief, Quality Assurance (TQAP)

JPPSO-Colorado Springs
Commercial Industry Meeting
Quality Assurance (TQAP)

- **Major Suspension Violations**
  - **Shipment/Overflow in Origin Warehouse on/after RDD**
  - **Utilizing an Unauthorized Servicing Agent**
  - **Failed to Pickup on Agreed Date**
  - **Excessive Damage** *(DTR Appendix B Part IV para NN)*
  - **Failure to Return Paperwork**

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Commercial Industry Meeting

Quality Assurance (TQAP)

JPPSO-Colorado Springs

Commercial Industry Meeting

Quality Assurance (TQAP)

JPPSO-Colorado Springs

Commercial Industry Meeting

Quality Assurance (TQAP)

JPPSO-Colorado Springs

Commercial Industry Meeting

Quality Assurance (TQAP)

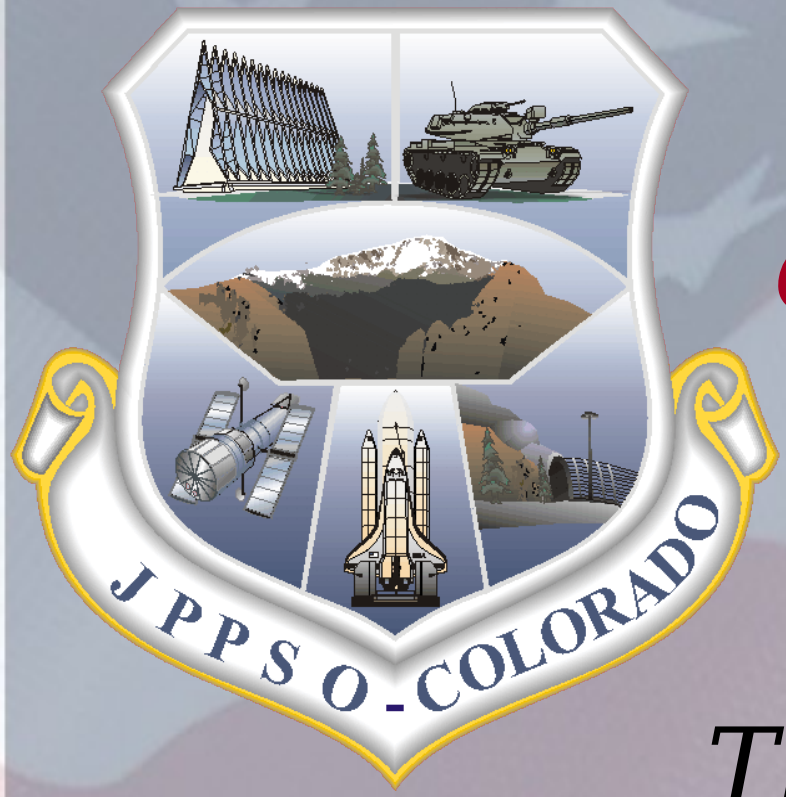
Springs Commercial Industry Meeting

Questions & Answers

JPPSO Panel

LtCol Dave Holt.....Director
Ms. Lynn Murphy.....Deputy Director
Mr. Richard Wood.....Documentation & Billi
Ms. Vicki Hardnett.....Inbound
TSgt Sabol.....Customer Service
TSgt Boughn.....Nontemporary Storage
MSgt(s) Pennington.....Shipment Planning
Ms. Vanessa Barner.....Quality Control
Ms. Sharon James.....Quality Assurance
TSgt Jameson.....Quality Assurance

Annual Regional *Commercial Industry Meeting* 2004



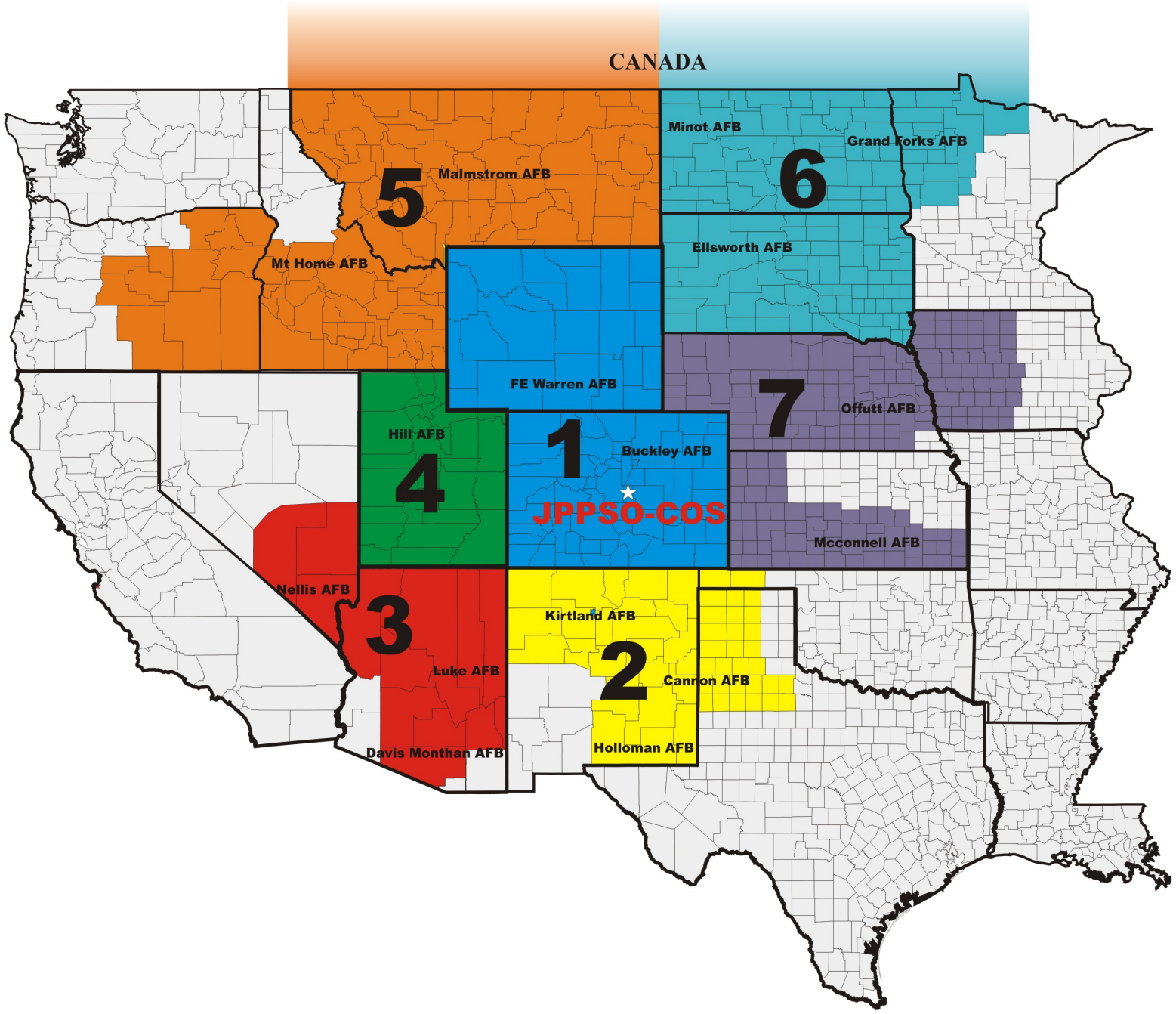
Thank you for coming!

Presented by the

Joint Personal Property Shipping Office
Colorado Springs
(JPPSO-COS)

JPPSO-Colorado Springs

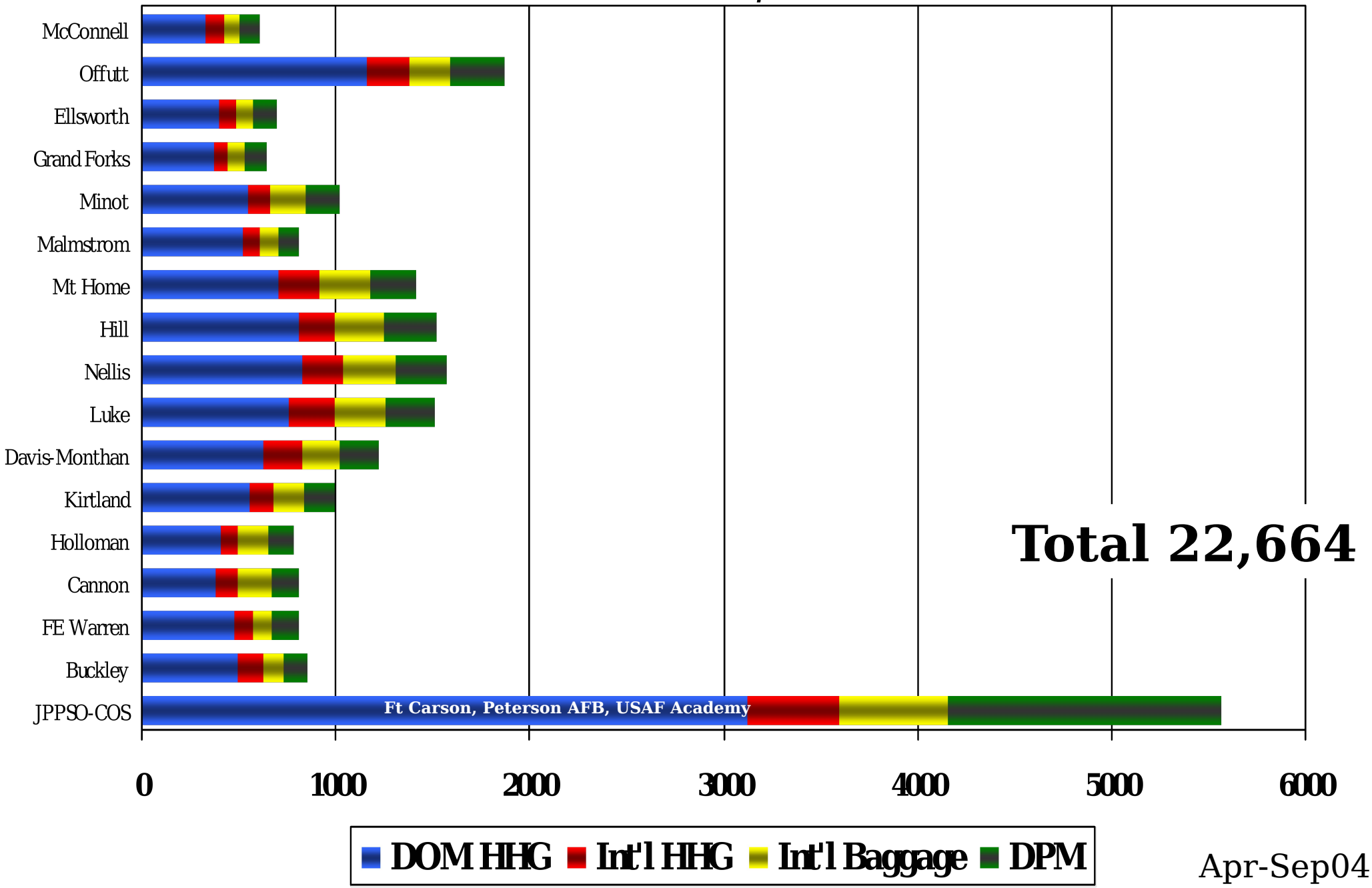
Area Of Responsibility



JPPSO-Colorado Springs

Summer 2004 Statistics

Outbound Shipments



Apr-Sep04

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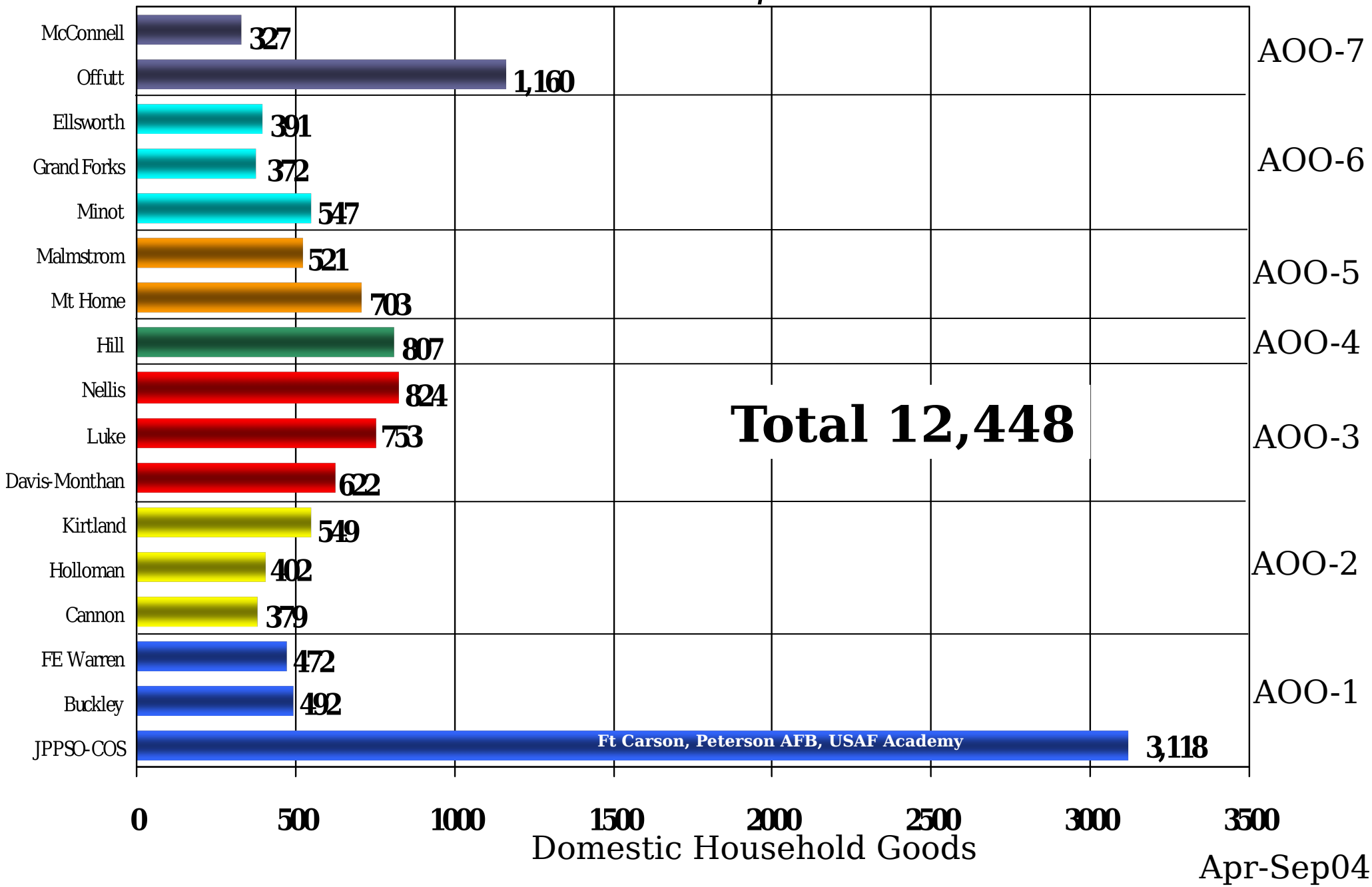
Summer 2004 Statistics

Outbound Shipments



JPPSO-Colorado Springs

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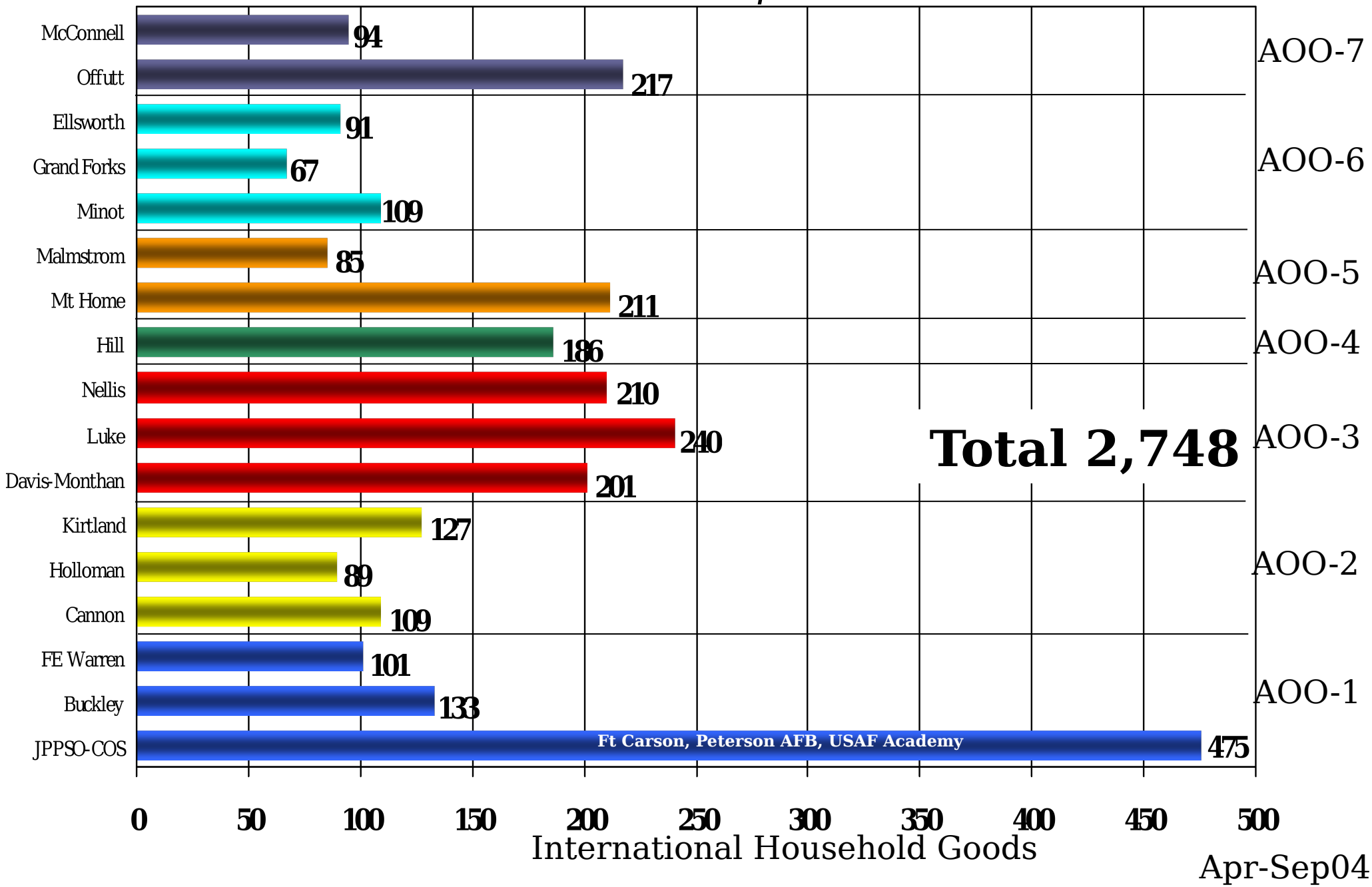

JPPSO-Colorado Springs

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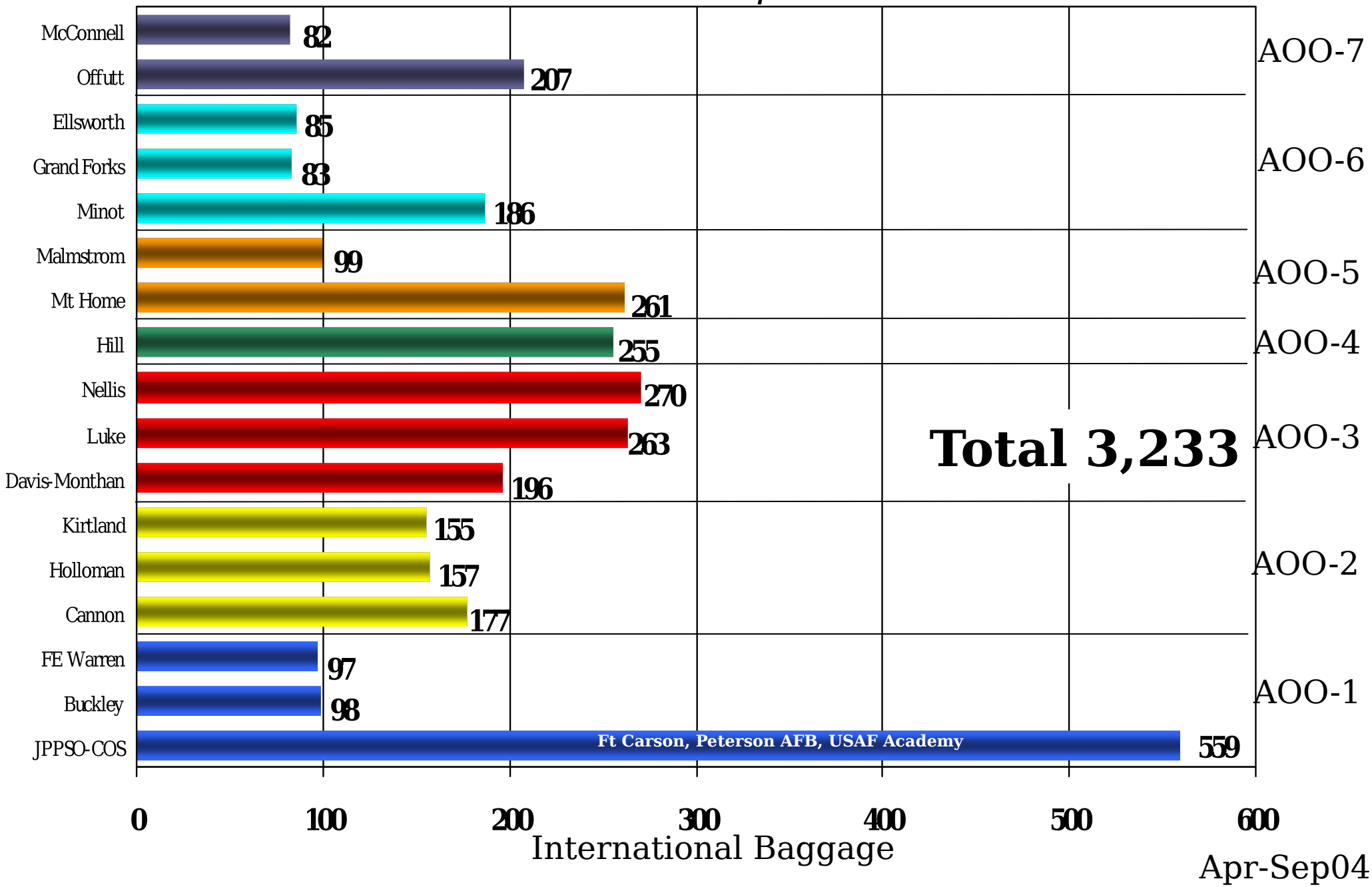

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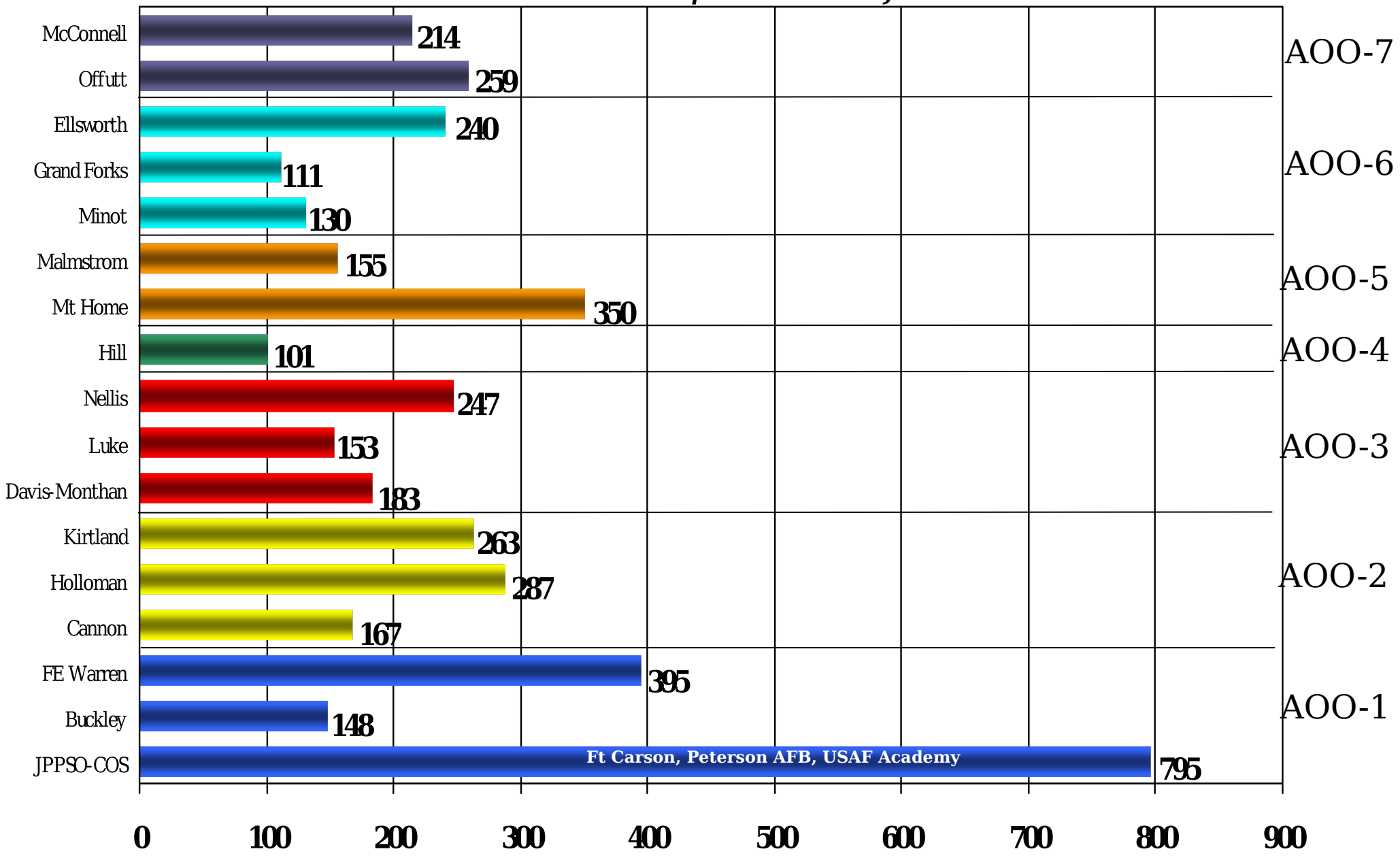
Summer 2004 Statistics

Outbound Shipment Refusals



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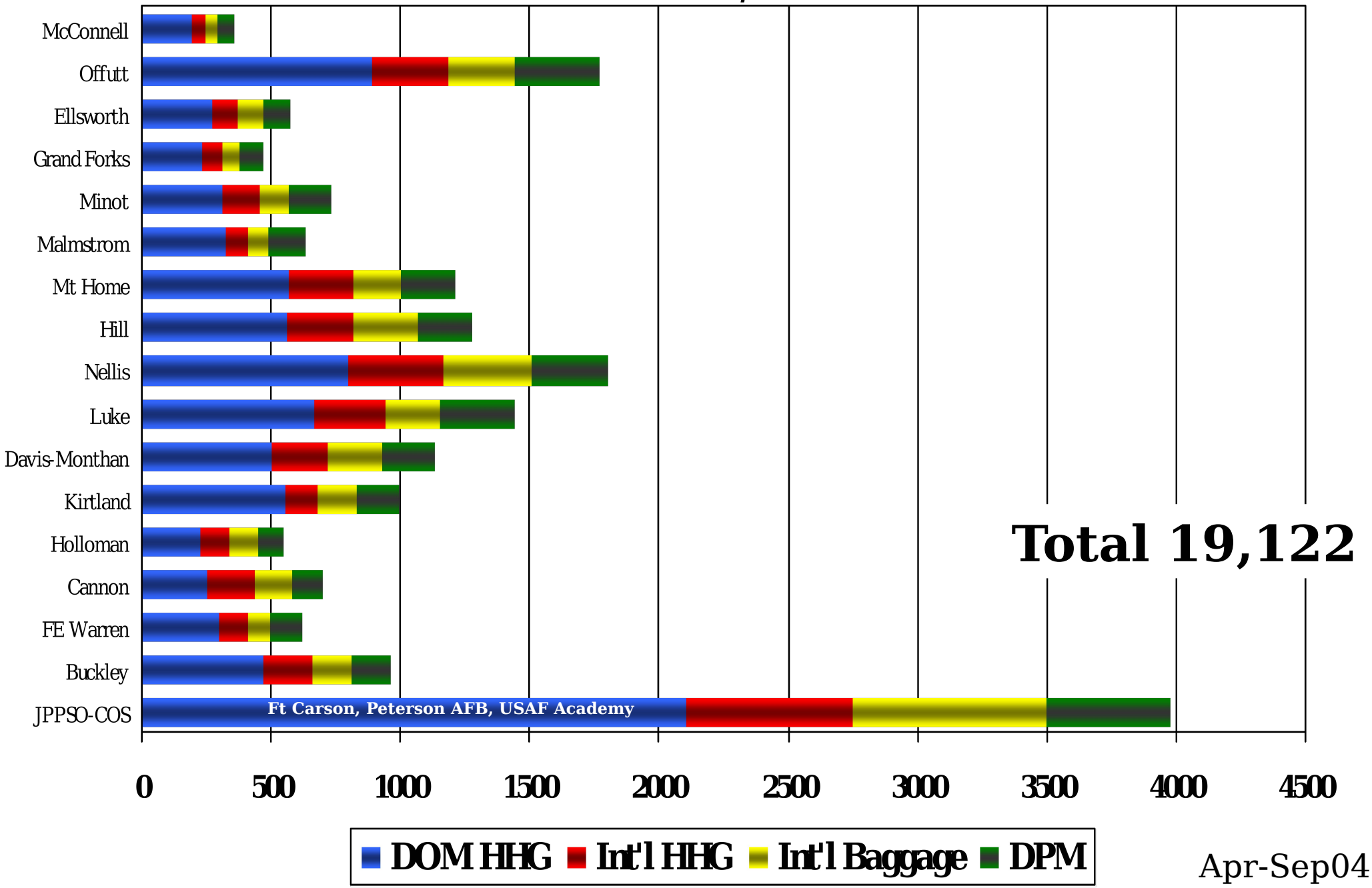
Summer 2004 Statistics

Inbound Shipments



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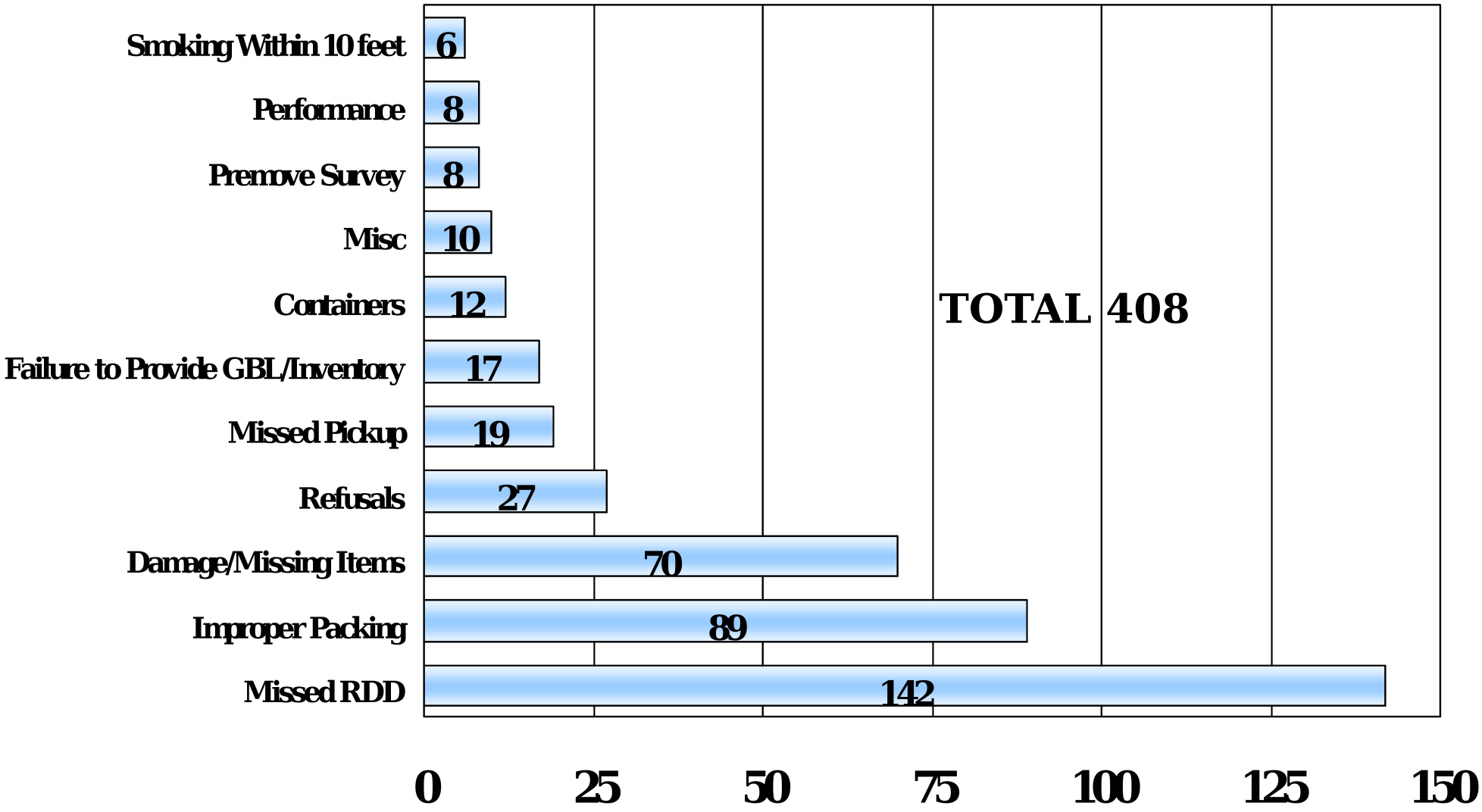
Summer 2004 Statistics

Letters of Warning



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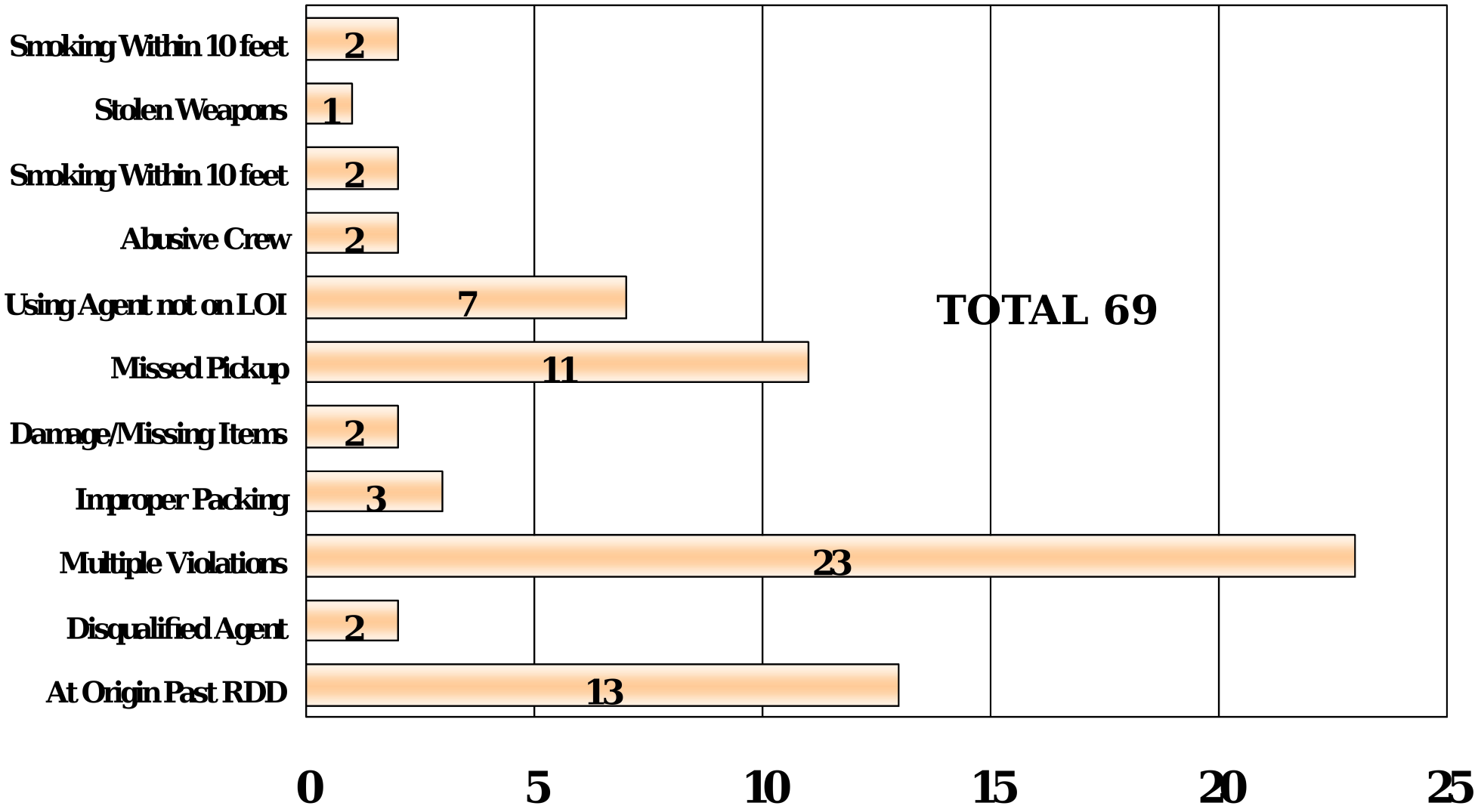
Summer 2004 Statistics

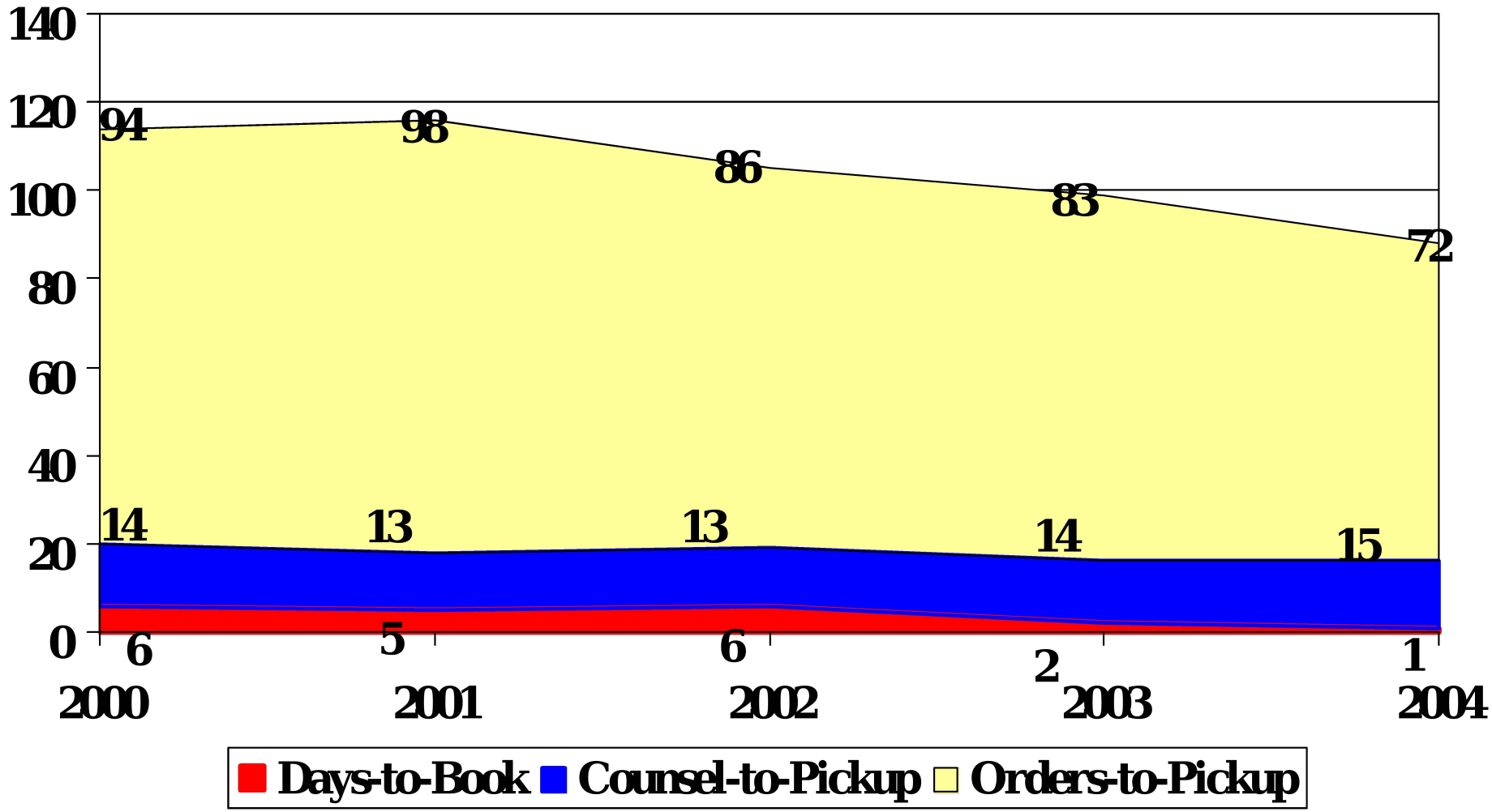
Suspensions



JPPSO-Colorado Springs

Average Days from Orders to Pickup

Outbound Shipments

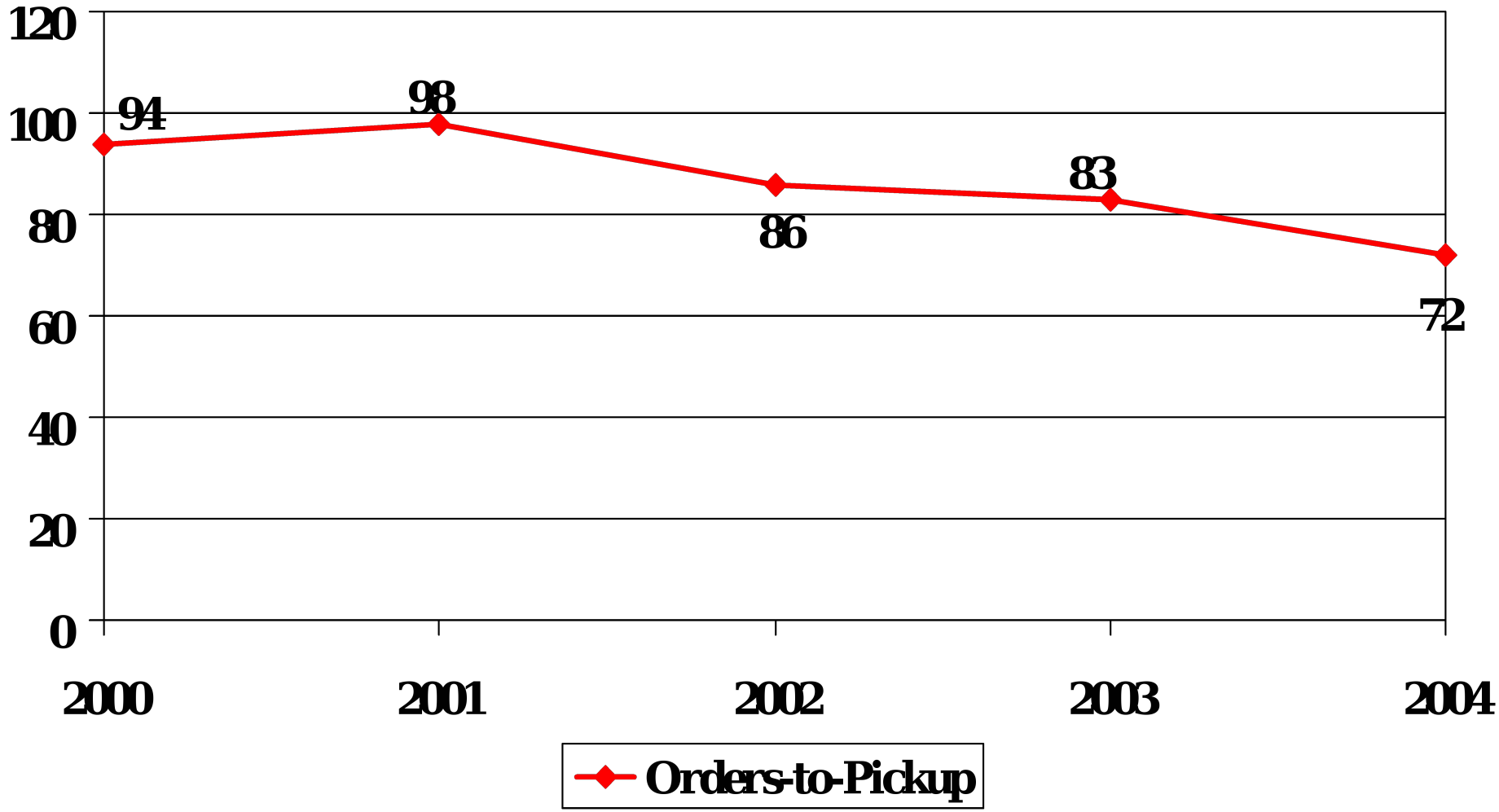


SOURCE: Shipment records in TOPS

JPPSO-Colorado Springs

Average Days from Orders to Pickup

Outbound Shipments

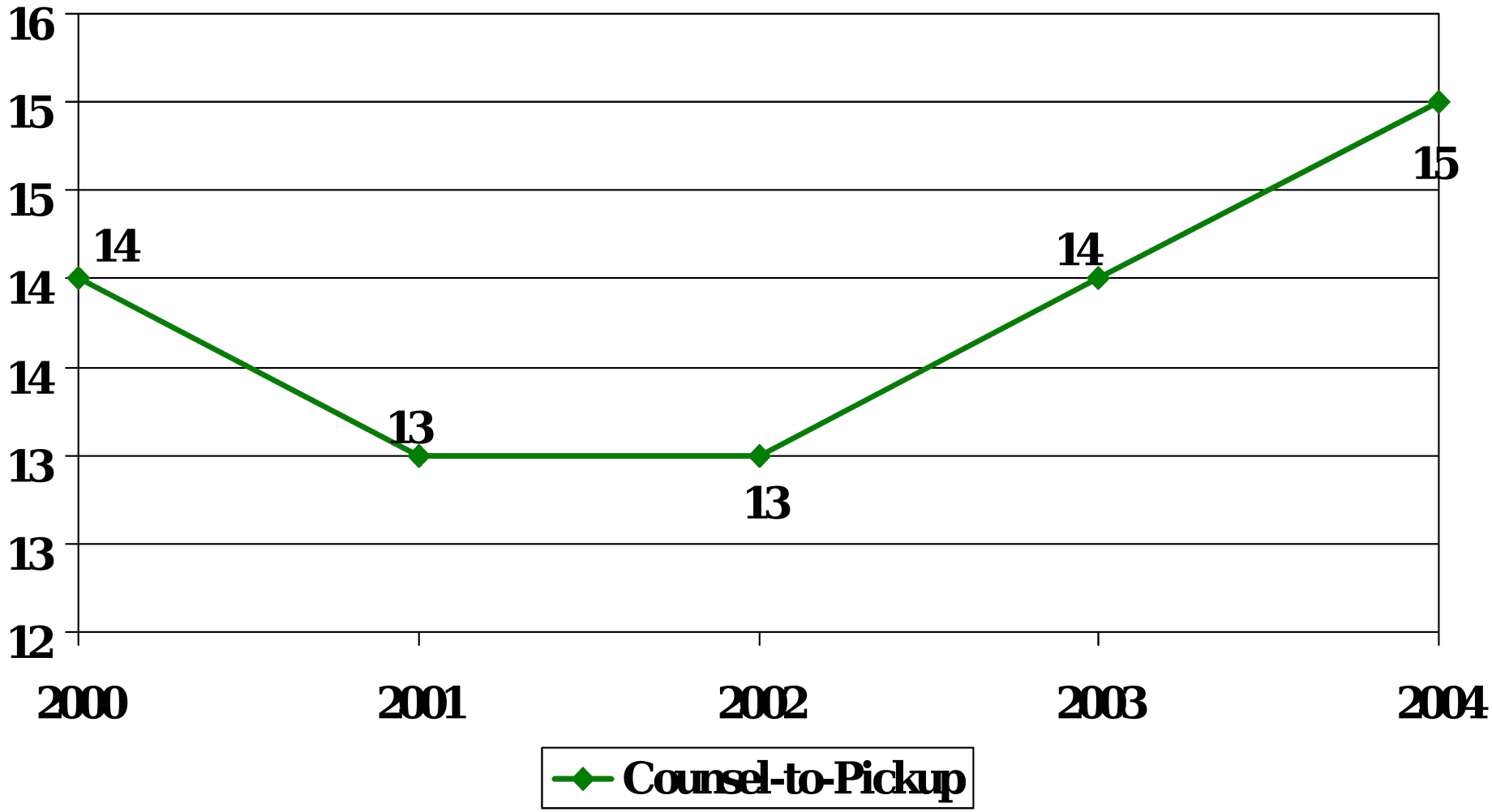


SOURCE: Shipment records in TOPS

JPPSO-Colorado Springs

Average Days from Counseling to Pickup

Outbound Shipments

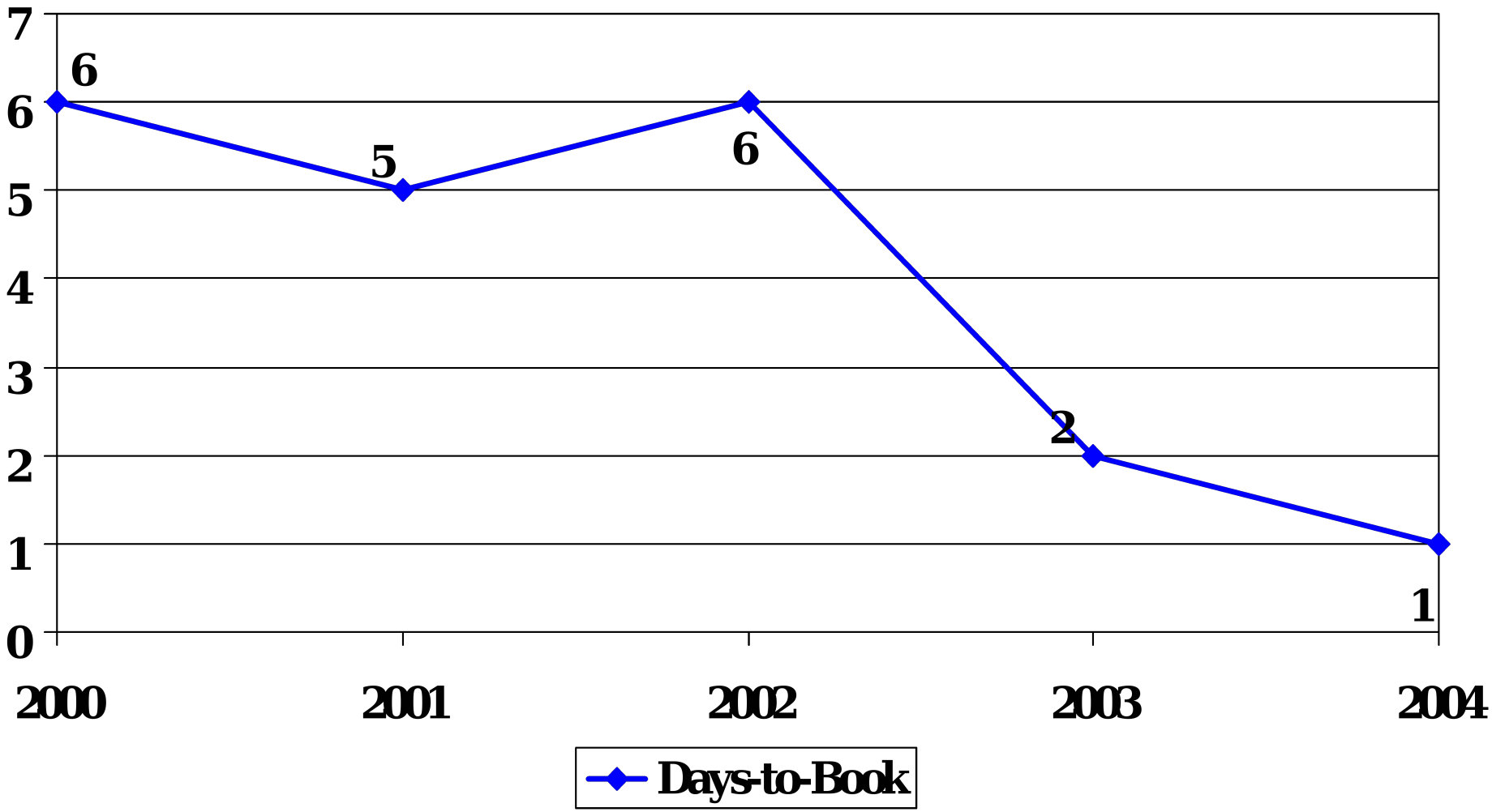


SOURCE: Shipment records in TOPS

JPPSO-Colorado Springs

Average Days to Book

Outbound Shipments



SOURCE: Shipment records in TOPS

JPPSO-Colorado Springs

Quality Control Issues

Who to Contact to Request Accessorial Services

JPPSO-COS (719)554-9243
Buckley AFB (720) 847-6687/6947
FE Warren AFB (307)773-3137
Cannon AFB (505)784-4341
Holloman AFB (505)572-5148
Kirtland AFB (505)846-1858
Davis Monthan AFB (520)228-2320
Luke AFB (623)856-6423
Nellis AFB (702)652-4951
Hill AFB (801)777-6379
Ellsworth AFB (605) 385-1183
Malmstrom AFB (406) 731-6280
Minot ND (701) 723-4192
Offutt AFB (402) 294-5044
Mountain Home (208) 828-3576
McConnell AFB (316) 759-5916

JPPSO-Colorado Springs

Quality Assurance Issues

References

Individual Shipment Scores

Appendix O. Paragraph C.5.d. The carrier is required to submit the DD Form 1840 to the origin TO within 75 days of delivery. In the absence of a DD Form 1840, DD form 1840R, or other supporting documentation which would indicate loss and /or damage sustained on the move, the carrier will not earn any of the 40 points possible for loss and/or damage. The carrier must maintain documentation regarding their timely submission of the DD Form 1840. If the DD Form 1840 information has not been received by the origin TO, the TO will compute the score with the information available and annotate the absence of the DD Form 1840.

Estimating Loss and/or Damage

Appendix O. Paragraph C.4.c. (1) The completed DD Form 1840/1840R will be the primary source document used by the TO to develop an estimated dollar value as to loss and/or damage sustained to the member's/employee's property on the move Other documentation may be used at the discretion of the TO to estimate loss/or damage and to more fully judge the ability of the carrier to meet both the needs of the member/employee and the carrier's adherence to the TOS. If the loss and/or damage are based on information other than a DD Form 1840, a notation must be made in the remarks section of the DD Form 1780. For example, "Damage in the amount of $600 derived from other than DD Form 1840." If documentation other than the DD Form 1840 is used to derive the loss and/or damage estimate, a copy of that documentation must be forwarded to the carrier with the DD Form 1780.

Individual Shipment Evaluation Appeal Procedures

Appendix O Paragraph C.6.e. Upon receipt, the TO will verify that the appeal meets the 45-day appeal period requirement, and then review all facts. Appeals will be adjudicated by the TO within 45 calendar days of receipt and the carrier notified of the decision in writing. Adjustments to the carrier's DD Form 1780 will be made by the TO, and the carrier advised, in writing, of the decision regarding the appeal. If the TO does not provide a response within 45-days of receiving the appeal, the carrier's appeal will automatically be granted. The carrier is responsible for providing proof of the original appeal and the appeal date.

JPPSO-Colorado Springs

Quality Assurance Issues

References

Use of a DOD Approved Alternate Carrier

Appendix B.Part II. Paragraph I. When I accept a shipment and find that because of unavoidable circumstances I am unable to physically transport the shipment, I may, upon notification to the origin PPSO, arrange with another DOD-approved carrier to perform the required services. In such case, I will inform the PPSO of the name of the carrier to whom the shipment has been transferred. I will continue to be shown on the PPGBL/BL as the initial carrier and will accept through responsibility from time of pickup at origin to delivery at destination.

TO action upon receipt of the LOI

Appendix A. Paragraph A.2.n.(2) Acceptance or Rejection of the LOI. Within 30 calendar days of receipt, the TO must determine whether or not the carrier has met all requirements and must advise the carrier in writing, of the LOI's acceptance or reason for rejection. Acceptance action (dated and signed with the effective rate cycle) will be annotated on the top portion of the LOI. LOIs must be submitted 30 days prior to a rate cycle filing date to be considered for the rate cycle. For International, any LOI received after the 30-day time frame will be considered for the following rate cycle. For Domestic, any LOIs received after the 30-day time frame will be effective for the next rate filing.

Carrier or Agent Personnel Requirements

Chapter 402 Paragraph K.9.b. Administrative Personnel. The carrier's office or the carrier's agency office will be staffed at all times during normal working hours with personnel authorized to book shipments and arrange for the provision of services. One employee with such authority is required for one to three DOD-approved carriers represented. One additional employee with such authority is required when more than three DOD-approved carriers are represented.

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Movement Predictions

October 2004 thru March 2005

			Inbound	Outbound
Colorado Springs Metro Area			**2,883**	**2,021**
Buckley AFB, CO	**546**	**487**		
FE Warren AFB, WY	**412**	**454**		
Cannon AFB, NM	**689**	**476**		
Kirtland AFB, NM	**630**	**584**		
Holloman AFB, NM	**446**	**419**		
Davis Monthan AFB, AZ	**806**	**708**		
Luke AFB, AZ	**937**	**974**		
Nellis AFB, NV	**1,099**	**891**		
Hill AFB, UT			**842**	**812**
Ellsworth AFB, SD	**412**	**349**		
Grand Forks AFB, ND	**265**	**247**		
Minot AFB, ND	**449**	**441**		
Malmstrom AFB, MT	**383**	**439**		
Mt Home AFB, ID	**901**	**729**		
Offutt AFB, NE	**1,104**	**968**		
McConnell AFB, KS	**289**	**308**		

JPPSO-Colorado Springs

Quality Control

Code 2 from Texas

Piano

JPPSO-Colorado Springs

JPPSO Contact Information

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Email: billing@jppso-cos.af.mil

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QUALITY CONTROL: PHONE: (719)554-9293
FAX: (719)554-7884
Email: quality.control@jppso-cos.af.

QUALITY ASSURANCE: PHONE: (719)554-9256
FAX: (719)554-9254
Email: tqap@jppso-cos.af.mil

CUSTOMER SERVICE: PHONE: (719)554-9294
FAX: (719)554-7884
Email: customer.service@jppso-cos.

https://www.jppso-cos.af.mil/

JPPSO-Colorado Springs

DFAS Contact Information

Vendor Pay

AIR FORCE – DFAS Dayton

Customer Service: 1-800-756-4571
(voice messaging – press 2 and then 3)

ARMY – DFAS Lawton

Robbie Sheehy: 1-800-442-0337

NAVY – DFAS Norfolk

Customer Service: 1-800-209-1628

MARINE CORPS – Logistics Base Albany,GA

Customer Service: (229)639-5684/5685

COAST GUARD – Chesapeake, VA

WEB Site: www.fincen.uscg.mil/vendor_info.htm

http://www.dfas.mil/